807 UNITED STATES DISTRICT COURT EASTERN DISTRICT OF VIRGINIA Alexandria Division SONY MUSIC ENTERTAINMENT, et al.,: Plaintiffs, : Case No. 1:18-cv-950 -vs-COX COMMUNICATIONS, INC., et al.,: Defendants. -----: VOLUME 4 (P.M. Portion) TRIAL TRANSCRIPT December 5, 2019 Before: Liam O'Grady, USDC Judge And a Jury

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810
                            AFTERNOON SESSION
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                             The December 2, 2019, afternoon portion of the
             case begins in the absence of the jury as follows:
         3
         4
             JURY OUT
         5
                       THE COURT: All right. Ready for our jury?
         6
                       Okay.
                             Joe, let's get our jury, please.
                             At this point, the jury returns to the
                       NOTE:
         8
             courtroom; whereupon, the case continues as follows:
         9
             JURY IN
                       THE COURT: All right. Please have a seat.
02:04:46 10
       11
                     GEORGE P. McCABE, PH.D., PLAINTIFFS' WITNESS,
        12
                                PREVIOUSLY SWORN, RESUMED
       13
                       THE COURT: All right. Let's continue, please.
       14
                       MR. ZEBRAK: Thank you, Your Honor.
       15
                             DIRECT EXAMINATION (Cont'd.)
             BY MR. ZEBRAK:
       16
        17
                 Good afternoon, Dr. McCabe. Right before we broke for
             lunch, you were in -- we were discussing your assignment to the
       18
       19
             repeat infringer analysis, and I believe we were just about to
             jump into this slide. Would you please explain to the jury
02:05:28 20
             what's being depicted in this slide?
       21
       22
                 Yes. So for this slide, I classified the, the 57,600
       23
             subscribers, which I'm calling the frame. I classified them as
       24
             residential subscribers or business subscribers. So there were
       25
             54,732 residential subscribers, and there were 2,868 business
```

1 subscribers.

- 2 The pie chart depicts that -- those numbers expressed
- 3 as percents. So 95 percent of the subscribers were
- 4 residential, and 5 percent were business.
- 5 Q. And, Dr. McCabe, what is the source of the data records
- 6 you used to assess the breakdown of the Cox subscribers who
- 7 | were the subject of MarkMonitor's notices?
- 8 A. Could we go back to the slide that has the datasets on it?
- 9 Q. Sure. That would be -- please let me know when I'm there.
- 02:06:46 10 A. Yeah, that's fine. So it's along the top. So it's Cox
  - 11 data, and it's the third file, which is -- in this display is
  - 12 | called billing information. So billing information is the
  - 13 | connector for the defining residential versus business.
  - 14 Q. I'm going to, if it's okay, bring us back to the slide we
  - 15 | were just on. Is there anything else about this slide that --
  - 16 A. I think that's it. 95 percent versus 5 percent, yeah.
  - 17 Q. Okay. And would you please explain to the jury what's
  - 18 | being depicted in this slide with respect to your repeat
  - 19 offender analysis?
- 02:07:48 20 | A. Yes. So here I looked at the -- excuse me -- I looked at
  - 21 the, the source of the, of the notice. So the notices that I
  - 22 | have recorded from, as infringers -- I'm sorry -- the notices
  - 23 | from going back to MarkMonitor, for those rights holders, my
  - 24 understanding is they're the plaintiffs in this suit, but the
  - 25 Cox file also contains notices from other rights holders.

- 1 So basically here what I did was look again at
- 2 subscribers, so it's a subscriber analysis, and
- 3 | 17,729 subscribers had notices from other rights holders.
- 4 So, again, 17,729 out of 57,600, that's depicted in
- 5 the pie chart as 30.8 percent. So 30.8 percent of the
- 6 subscribers had notices from other rights holders.
- 7 Q. So out of the 57,600 Cox subscribers reported in
- 8 | MarkMonitor's notices, a little less than a third of them were
- 9 also the subject of notices that led to tickets as reported by
- 02:09:26 10 | the rights holders? Is that what you're saying?
  - 11 A. That's correct.
  - 12 Q. Okay. And is this also based on Cox's records, the ticket
  - data that you described earlier?
  - 14 A. That's correct.
  - 15 Q. Okay. Looking at the next slide you have here, would you
  - 16 explain to the jury what the purpose of this slide is?
  - 17 A. Yeah. The purpose is to depict the analysis that I did
  - 18 | related to claims -- or notices, sorry, notices before the
  - 19 | claim period. So if you look at the timeline on the bottom in
- 02:10:06 20 | yellow there, the bar with arrows at the end, that's the
  - 21 definition of a claim period, February 1, 2013, to November 26,
  - 22 | 2014, with a caveat that there's a different start time for the
  - 23 one plaintiff.
  - Superimposed on that in the gray is the time frame
  - 25 for the Cox ticket data. So for the Cox ticket data, that

- spans the years 2012, '13, and '14. So it overlaps -- or the
- 2 claims period is a subset of that time frame.
- 3 So if we look at the, the notices before the
- 4 beginning of the claim period, that is, before February 1,
- 5 | 2013, there were 13,441 subscribers who had one or more tickets
- 6 in that before claim period, the period to the, the left of the
- 7 | center cut in the slide.
- 8 Q. Dr. McCabe, I'd like to ask you a question that contrasts
- 9 this with the works in suit analysis, and looking back at the,
- 02:11:33 10 | if you wouldn't mind going back to the original slide, the
  - 11 works in suit analysis was a third or later notice for a
  - 12 | subscriber in the claim period; is that correct?
  - 13 A. That's correct.
  - 14 Q. Okay. But then looking -- and the repeat infringer
  - analysis is the who, it's the people; is that correct?
  - 16 A. The subscribers, yes.
  - 17 Q. Okay. Well -- and then -- oops.
  - 18 And so this -- is there anything else about this
  - 19 | slide that you'd like to explain?
- 02:12:18 20 | A. No. But just as, as you mentioned or as I mentioned, it
  - 21 depicts the contrast between the claims period and the larger
  - 22 period of time covered by the Cox data that I used for the
  - 23 repeat infringer analysis.
  - 24 Q. So the 23.3 percent, is it correct that Cox received
  - 25 | notices from them both during the claim period and prior to the

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814
         1
                      Is that essentially what this slide is showing?
             period?
         2
                       MR. BUCHANAN: Asked and answered and leading.
                       THE COURT: All right. I'll allow the question.
         3
             BY MR. ZEBRAK:
         4
         5
                  Would you like me to repeat the question?
         6
                       THE COURT: Well, just ask him: What does this data
         7
             depict?
         8
                       MR. ZEBRAK: Sure.
         9
                       THE WITNESS: So, yes. It's -- again, it's a count
                              The frame is the 57,600 subscribers reported
02:13:12 10
             of subscribers.
             by MarkMonitor. Of those 57,600, 13,441 had tickets before the
        11
        12
             claim period, so to the left of this time frame. That 13,441
        13
             represents 23.3 percent of the 57,600, and that's what's
        14
             depicted in the, in the pie chart there, the 23.3 percent.
        15
             BY MR. ZEBRAK:
                  And whose records is this data based on?
        16
        17
                  It's based on the ticket data from Cox.
        18
                  Okay. And are you familiar with someone by the name of
        19
             Christian Tregillis?
02:14:19 20
                  Yes, I am.
             Α.
                       MR. BUCHANAN: Objection, Your Honor.
        21
                                                               This is an
        22
             expert.
        23
                       THE COURT: Well, I think we've got a preview of a
        24
             slide with his name on it, but I don't know what that --
        25
                       MR. BUCHANAN: He hasn't testified yet, so -- I'm
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         1
             anticipating it would be rebuttal. And so you're going to ask
         2
             him questions about his report when he hasn't testified yet.
                       THE COURT: Okay. Overruled. I think that's proper.
         3
             Mr. Tregillis will have an opportunity to address issues.
         4
         5
             Well, let's see where you're going with this.
         6
                       MR. ZEBRAK: Yeah, they had received the slides, and
             I hadn't heard of an objection, but I'm happy to proceed.
         8
             BY MR. ZEBRAK:
         9
                  Are you familiar with who Christian Tregillis is?
02:15:06 10
             Α.
                  Yes.
                       THE COURT: Is he going to critique his report at
        11
        12
             this stage, or is this something else?
        13
                       MR. ZEBRAK: No, Your Honor.
        14
                       THE COURT: Okav. Go ahead.
        15
                       MR. ZEBRAK: May we have a quick sidebar?
        16
                       THE COURT: Yeah.
        17
                       MR. ZEBRAK: Thank you.
        18
                       NOTE: A sidebar discussion is had between the Court
        19
             and counsel out of the hearing of the jury as follows:
02:15:35 20
             AT SIDEBAR
        21
                       THE COURT: All right. So we don't rebut somebody's
        22
             testimony based on the report. We wait until they testify, and
        23
             then we report -- rebut their testimony if you feel it's
        24
             proper.
        25
                       MR. ZEBRAK: Yes, sir.
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816
         1
                       THE COURT: So what have you got here?
         2
                       MR. ZEBRAK: Well, we thought it would just be useful
             for the jury to understand that Mr. Tregillis agrees that over
         3
             95 percent of the works in suit match to infringement notices.
         4
         5
             It's really just showing -- you know, it's sort of
         6
             provisionally indicating that Mr. Tregillis agrees, but, quite
             frankly, I mean, if Your Honor wants to do that, we can --
         8
                       THE COURT: Yeah, let's move on beyond that. You can
         9
             cross-examine Mr. Tregillis on that.
                       MR. ZEBRAK: Yeah. We just thought it would be
02:16:20 10
        11
             useful for the jury, but we can move on.
        12
                       THE COURT: Okay.
        13
                       MR. ZEBRAK: Thank you.
        14
                       THE COURT: All right. Thank you.
        15
                              The sidebar discussion is concluded;
                       NOTE:
        16
             whereupon, the case continues before the jury as follows:
        17
             BEFORE THE JURY
        18
                       THE COURT: All right. Please go ahead.
        19
                       MR. ZEBRAK: We pass the witness at this point, Your
02:16:59 20
             Honor.
        21
                       THE COURT: All right.
        22
                       MR. ZEBRAK: Thank you.
        23
                       THE COURT: Cross-examination, Mr. Buchanan?
        24
                       MR. BUCHANAN: Yes, please, Your Honor.
        25
                                    CROSS-EXAMINATION
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- - 22 Over the last? Α.
  - 23 Q. Ten years.
  - 24 In court or related matters, I'm not sure.
  - 25 Q. It would be a very small amount of work in the last

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818
             ten years that related to expert work, right?
         1
         2
                  Probably the same amount during my 50 years. I think it's
             been a small amount throughout my career.
         3
                       MR. BUCHANAN: Can we give him the binder?
         4
         5
             BY MR. BUCHANAN:
         6
                  So I'd ask you to take a look at your deposition
             testimony, page 81.
         8
                       Can we pull that up, transcript 81, lines 3 through
         9
             8?
02:19:07 10
                       And maybe this would help you refresh your
             recollection.
        11
        12
                       MR. ZEBRAK: Excuse me, Your Honor.
        13
                       THE COURT: Yeah.
        14
                       MR. ZEBRAK: This is --
        15
                       THE COURT: Take the -- take it down.
                                                               Ask him --
        16
             let's not put it up on the screen.
        17
                       MR. BUCHANAN: Okay.
                       THE COURT: Just ask him whether that refreshes his
        18
        19
             recollection.
02:19:23 20
                       MR. BUCHANAN:
                                     Okay.
        21
                       THE COURT: Ask him to read the section that you want
        22
             him to read.
        23
                       MR. BUCHANAN:
                                      Okay.
        24
                       THE COURT: Everybody does refreshing recollection
        25
             and past recollection recorded a little differently, so this is
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- 1 | the way I would like to do it, Mr. Buchanan. So if you'd just
- 2 | identify the segment where you're looking and see whether it
- 3 refreshes his recollection.
- 4 BY MR. BUCHANAN:
- 5 Q. Okay. So if you look at your deposition transcript, do
- 6 | you see that lines 3 through 8 on page 81?
- 7 A. Page 81, lines 3 through 8?
- 8 Q. Right.
- 9 A. I'm not sure of the context of the question that I can get
- 02:20:13 10 | from those -- I'm speaking --
  - 11 Q. If you look at, start with line 21: Okay. How about over
  - 12 | the last ten years?
  - MR. ZEBRAK: Excuse me, Your Honor, Mr. Buchanan
  - 14 understands the objection.
  - THE COURT: No, he's focusing on a, on a specific
  - 16 sentence.
  - 17 MR. BUCHANAN: That's -- I've given him the line.
  - THE COURT: Yeah, that's proper.
  - MR. ZEBRAK: Thank you, Your Honor.
- 02:20:39 20 | THE WITNESS: I see. So if it's strictly speaking as
  - 21 | an expert witness, I have done very -- relatively little of
  - 22 | that, I'd say a dozen times or so over my career in court as an
  - 23 expert witness. I don't know if you count depositions or --
  - 24 BY MR. BUCHANAN:
  - 25 Q. No, the, the question I had was in the last ten years, how

- 1 | much -- isn't it true that you've done a very small amount of
- 2 | work as an expert witness?
- 3 A. Yes. I have done a small amount of work.
- 4 Q. Okay. Thank you.
- 5 And I know you -- and on your direct, you mentioned
- 6 some of the work you had done as an expert witness, and I think
- 7 | you mentioned some equal employment cases; isn't that right?
- 8 A. That's correct.
- 9 Q. Okay. Wasn't the last time you testified in court in
- 02:21:29 10 | 1996? It was a case down in South Carolina? You testified for
  - 11 | the Medical College of Charleston in a discrimination case?
  - 12 A. I recall that case. I believe I testified in Kansas on a
  - 13 | food -- a pet food recall case. I'm not sure that the issue
  - 14 | there was whether or not -- I can't remember the details, but I
  - 15 did testify before a judge, not before a jury, and it was a
  - 16 | matter of whether there should be a separate trial in Kansas
  - 17 | versus the Kansas issues combined with a larger group of
  - 18 plaintiffs.
  - 19 So I don't know if that's called expert witness
- 02:22:26 20 | testimony or not, but that was the last time I spoke in a court
  - 21 with a judge.
  - 22 Q. Okay. And you testified, I think, in some other
  - 23 discrimination cases in the '70s and '80s?
  - 24 A. Yes.
  - 25 Q. Okay. Isn't that sort of the last time you actually

- 1 testified in court, in those cases for General Motors and
- 2 Michigan State University in class action discrimination cases?
- 3 A. That would have been most of my in-court testimony, yes.
- 4 Q. And you were representing Michigan State, General Motors,
- 5 | the State of South Carolina against the plaintiffs, right?
- 6 A. I'm not sure about the word "represented," but I was
- 7 employed by them.
- 8 Q. Okay. And I think you admitted or testified on direct
- 9 that you have never testified prior to this case in a case
- 02:23:22 10 | involving copyright infringement or peer-to-peer networks;
  - 11 | isn't that right?
  - 12 A. That's correct.
  - 13 Q. Okay. You're not an expert in any of those areas; is that
  - 14 right?
  - 15 A. I'm not an expert in those areas.
  - 16 Q. Other than this case, you've never been retained by a
  - 17 music company to testify; is that correct?
  - 18 A. By a music company?
  - 19 Q. Like one of the plaintiffs in this case, a recording
- 02:23:46 20 | company, recording label?
  - 21 A. To testify in court, no.
  - 22 Q. Okay. So you have been retained before by the plaintiffs'
  - 23 | counsel, have you not?
  - 24 A. That's correct.
  - 25 Q. And that was a case involving analyzing inventory of a dog

- 1 books dog store and tracking the inventory and books going in
- 2 and out, right?
- 3 A. That's correct.
- 4 Q. Okay. And how much did you get paid in that case; do you
- 5 recall?
- 6 A. I don't recall. It was a while ago. It was relatively a
- 7 | short, very specific task that I was asked to do there.
- 8 Q. And how much have you been paid in this case? I know
- 9 you -- you gave your hourly rate, and you said the hours.
- 02:24:34 10 What's the total, about 100,000?
  - 11 A. That would be correct in round numbers.
  - 12 Q. And you've been sitting in the courtroom for the last two
  - or three days, is that right, watching this?
  - 14 A. That's correct.
  - 15 Q. Okay. Have you been paid for that?
  - 16 A. Yes.
  - 17 Q. Okay.
  - 18 A. I haven't been paid yet for that. I assume I will be.
  - 19 Q. I hope you bill. Okay.
- 02:24:54 20 So you're not an expert on, like, businesses and how
  - 21 they operate and procedures of businesses, are you?
  - 22 A. I am not.
  - 23 |Q. And I think you've actually acknowledged to me in your
  - 24 deposition that you've never taken a business course; is that
  - 25 correct?

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824
         1
                  I'm sorry. I'm not there yet.
             Α.
         2
                       Okay.
                              261?
         3
             Ο.
                  Yes.
         4
                       THE COURT: What line?
         5
             BY MR. BUCHANAN:
         6
             Q.
                  21.
                  I say: In my view, I am the author. I started with the
         8
             outline.
         9
                  Okay. So you said you wrote the reports, and I asked you
             if you just outlined them. So did you outline them or did you
02:26:40 10
        11
             write them?
        12
                  I wrote them. I outlined them and I wrote them. I always
        13
             start with an outline.
        14
                  And if you look at your testimony there, doesn't it
        15
             describe that you had other people fill in the pieces and add
             footnotes and add other text? All that happened?
        16
        17
             Α.
                  Yes.
        18
                  And did lawyers helped write it?
        19
             Α.
                  Excuse me?
02:27:00 20
                  Did lawyers contribute to the reports?
                  Well, there -- yeah, there are types of footnotes that I
        21
        22
             don't know how to do properly, so in terms of you can see
        23
             there's technical legal things included in the report.
        24
                  So --
             Ο.
        25
             Α.
                  I --
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- 1 Q. You testified that you were assigned a specific task here
- 2 and that at least the fundamental part of that task was to look
- 3 | at all the ticket data that was given to you for the claim
- 4 period and determine how many notices were provided to Cox
- 5 subscribers by the plaintiffs for their works in suit after
- 6 they had received two; is that correct?
- 7 MR. ZEBRAK: Objection, Your Honor. That
- 8 mischaracterizes his prior testimony.
- 9 THE COURT: Okay. Why don't you ask him what his
- 02:27:54 10 understanding of what his assignment was.
  - MR. BUCHANAN: Could we pull up their, their
  - 12 demonstratives? Yeah. If you could go to the next?
  - 13 BY MR. BUCHANAN:
  - 14 Q. So, so why don't you repeat again what your task was.
  - 15 A. My first task was to do a works in suit analysis.
  - 16 Q. So did you have a certain number of notices that you
  - 17 | looked at to try to determine whether someone was a so-called
  - 18 repeat infringer? I think you used that term. That was three
  - 19 or later, right?
- 02:28:51 20 MR. ZEBRAK: Objection. Mischaracterizes --
  - 21 THE WITNESS: I'm not sure if you're talking about
  - 22 | the works in suit analysis or the repeat infringer analysis.
  - 23 BY MR. BUCHANAN:
  - 24 Q. Okay. So you looked at -- what is the claims period in
  - 25 this case?

- 1 A. It's on the slide --
- 2 Q. No, I'm just asking you, do you know what it is?
- 3 A. February 1, 2013, until November 26, 2014. I'd have to
- 4 double-check that. I'm sorry.
- 5 Q. Okay. So as I understand it, when you -- you were asked
- 6 to look at that time period and determine and to locate those
- 7 Cox subscribers that received a notice from the plaintiffs
- 8 | after they had received two prior notices; is that right?
- 9 A. That's right. The third or more, and that's depicted as
- 02:29:41 10 | the second bullet on this page.
  - 11 Q. So --
  - 12 A. I'm sorry, three or more. Is that what I said?
  - 13 Q. Pardon me?
  - 14 A. I'm not sure if I said two or more or three or more. I
  - 15 meant three or more.
  - 16 | Q. Were you able to determine -- when you did that, were you
  - 17 | able to determine how many of the three were from a third-party
  - 18 | content owner as opposed to one of the plaintiffs?
  - 19 A. I did not do that analysis.
- 02:30:07 20 Q. Okay. Did you do the analysis to determine how many
  - 21 | received just one notice during the claim period?
  - 22 A. I did calculate the number that received one, two, three,
  - 23 | four, every possible number. I, I computed the actual number
  - 24 and the --
  - 25 Q. Okay.

- 1 Q. Okay. Line 14 through 17, could you read that, please?
- 2 A. And why did you not include the first and second notice?

3 MR. ZEBRAK: Your Honor, may we have a sidebar?

THE COURT: Well, no.

Does that refresh your recollection as to why you did not include one and two?

THE WITNESS: Line 14 just has a question why.

THE COURT: All right, let's come to the sidebar.

NOTE: A sidebar discussion is had between the Court and counsel out of the hearing of the jury as follows:

Mr. Buchanan is a well-experienced attorney. He knows how to

11 AT SIDEBAR

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02:32:59 20

23

12 THE COURT: Okay. What's the objection?

MR. ZEBRAK: Well, on two fronts. First of all,

do impeachment. And what he's doing is he purports to be

16 refreshing recollection, yet he's just asking him to read his

17 transcript into the record.

Number one, I believe that to be improper. Number

19 | two, he's conflating the repeat infringer analysis with the

works in suit analysis, and specifically he's already testified

21 that plaintiffs set the criteria for the works in suit

22 analysis, and now he's saying, in the works in suit analysis,

why didn't you look presumably for those works infringed in a

24 person's first or second notice, whereas plaintiffs, you

25 know --

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02:33:44 10

THE COURT: He's framing what he was asked to do in his report, and if that came from instructions from plaintiff, that came from instructions from plaintiff. If it didn't and he made that decision independently, he can testify about that. What's wrong with that? I don't understand this. MR. ZEBRAK: Sir, there's nothing wrong with that, and I don't object on that basis. What I was saying is that he already testified that plaintiffs' counsel gave him the four criteria, and I just think that -- I have an issue with having him just read his transcript into the record, and I think the whole line of questioning is confusing because it's imprecise between the two analyses. THE COURT: Okay. So I've already asked that you -if you're going to refresh his recollection, just point to the page and line and let him read it and say, does that refresh your recollection? If it doesn't, then you can go to past recollection recorded, and didn't you say previously, and then he's allowed to read it into the record. Is that -- am I missing something here? MR. OPPENHEIM: May I ask a -- offer an idea here? Dr. McCabe is not an experienced witness, unlike a lot of the experts here, and that's fine. THE COURT: Yeah. MR. OPPENHEIM: He doesn't understand that he's not

supposed to read it into the record when he's asked to refresh

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830
         1
             his recollection. Maybe we could just instruct him that, have
         2
             him read it to himself --
         3
                       THE COURT: Okay.
                       MR. OPPENHEIM: -- so we do this properly.
         4
         5
                       He can either impeach him or he can refresh his
         6
             recollection, but, you know, there's a way to do this, and
             Mr. Buchanan knows how to do it.
         8
                       THE COURT: Okay. Understood. I'll so educate him.
         9
             All right?
                                       Thank you, Your Honor.
02:34:42 10
                       MR. OPPENHEIM:
                              The sidebar discussion is concluded;
        11
        12
             whereupon, the case continues before the jury as follows:
        13
             BEFORE THE JURY
        14
                       THE COURT: All right. So, Dr. McCabe, when counsel
        15
             asks you to -- when counsel asks you to look at a certain page
        16
             or paragraph to see whether that refreshes your recollection,
        17
             you don't need to read that into the record. You just need to
             read it to yourself and say yes or no, and then we'll follow up
        18
        19
             from there. Okay?
02:35:30 20
                       THE WITNESS:
                                     Thank you.
                       THE COURT: Does that work?
        2.1
        22
                       THE WITNESS: Yes.
        23
                       THE COURT: All right. Thank you.
        24
                       Please proceed, Mr. Buchanan.
        25
             BY MR. BUCHANAN:
```

- 1 Q. So I'll ask the question again: Why didn't you include
- 2 those subscribers who received one or two notices in terms of
- 3 | linking them to the works owned by the plaintiffs?
- 4 A. Are we talking about the repeat infringer analysis or the
- 5 | works in suit analysis?
- 6 Q. We'll start with the works in suit.
- 7 A. Okay. So the works in suit analysis, yes, this talks
- 8 about linking notices with works in suit, and there I was told
- 9 that, and that was on the slide, that I should look at third or
- 02:36:18 10 later infringement.
  - 11 Q. Okay.
  - 12 A. So I counted the first infringement and second
  - 13 | infringement, but in works in suit, I looked at only those
  - 14 infringements corresponding to a third or later infringements,
  - 15 and, yes, I was told that was part of my assignment, if you
  - 16 | will, or the framework of what I was asked to do.
  - 17 | Q. So you were told in that particular situation not to
  - 18 include the one and two?
  - 19 A. I included them in that I counted them, and that's how I
- 02:36:49 20 | determined which one was the third. So, yes, they were
  - 21 | included in the analysis. I need to know that there is a one
  - 22 and a two to define what No. 3 is, etc.
  - 23 Q. But you didn't include it in your report, correct?
  - 24 A. It's not in a report of the works in suit.
  - 25 Q. So could we go to your expert report, your first one?

```
1
                       THE COURT: Notices or tickets?
         2
                       MR. BUCHANAN:
                                      Notices.
         3
                       THE COURT: Okay.
         4
             BY MR. BUCHANAN:
         5
                  Do you see that? And you have --
         6
             Α.
                  Yes.
                  -- 42,000 notices were sent to a subscriber for whom Cox
         8
             had previously received at least one other notice.
         9
             Α.
                  At least one other --
02:39:23 10
                  Okay.
             Q.
        11
             Α.
                  -- notice.
        12
                  So that means the difference went to the other
        13
             subscribers, right, the ones that just got one, those that
        14
             didn't get more than one, right?
        15
                  At least one other means two or more.
                  Okay. So 42,000 of the 315,000 notices were sent to
        16
        17
             someone that had at least two. So that means the difference is
        18
             270,000, and that went to those that had one, right?
        19
                  We're talking about notices, not subscribers, right?
02:40:05 20
             0.
                  It said -- you wrote it. It says notices.
        2.1
             Α.
                  Notices.
        22
                  Okay. So you can't --
             Ο.
        23
                  But your arithmetic was doing subscribers, right?
        24
                  I'm just -- I'm doing your math. 315,000 notices,
        25
             42,000 notices went to subscribers who had two or more.
                                                                        That
```

- 1 means the difference went to the others, which would be those
- 2 | with one. And you can't send 270,000 notices to 57,000 people
- 3 and have one for one, can you?
- 4 A. This isn't counting people. The other displays were
- 5 counting subscribers. This is notices.
- 6 Q. Well --
- 7 A. And the arithmetic doesn't match because it's --
- 8 Q. But you wrote this. I'm just asking you --
- 9 A. Yeah, I'm not disputing what I wrote. I don't understand
- 02:41:03 10 | why it's inconsistent with something else I wrote concerning
  - 11 subscribers.
  - 12 Q. Well, I don't know what else -- you say you're referring
  - 13 to some other thing you wrote. I'm just looking at this, the
  - 14 | summary of your opinions, the very first one in this report
  - 15 | that you spent, looked at all that data and analyzed it, and
  - 16 | the very first one doesn't seem to me to make any sense.
  - 17 | A. So it says -- so I -- I don't understand what doesn't make
  - 18 sense. You took the 315,000 and subtracted 40,000, and what
  - 19 doesn't make sense about that subtraction?
- 02:42:04 20 Q. Because that means 42,000 of the 315,000 notices went to
  - 21 people that had two or more, which means the difference,
  - 22 | 270,000, went to those that had one, but if you have 57,000
  - 23 | subscribers and there's 270,000 notices, that is not one for
  - 24 one.
  - 25 All right. Why don't we go to another calculation.

```
1
                       MR. OPPENHEIM:
                                       There's no answer.
         2
                       THE COURT: Yeah, let him answer. Do you want to
         3
             explain that?
         4
                       THE WITNESS: No, I'm still a little confused about
         5
             what, what you're --
         6
                       THE COURT: Okay. All right. Please proceed,
             Mr. Buchanan.
             BY MR. BUCHANAN:
         8
         9
                  Okay. Could you turn to paragraph 50 of your report?
                       So here's one of your findings --
02:43:03 10
                  I'm sorry, I'm not there yet.
        11
             Α.
        12
                  Okay. It's page 10.
        13
                  Got it.
             Α.
        14
                  Paragraph 50, you talk about some action content data, and
        15
             what I'm focusing on, you have hard limits for complaints with
             24 percent, and you cite appendix 6. Do you see that?
        16
        17
             Α.
                  T do.
                  Okay. Let's look at appendix 6. Hard limit for
        18
        19
             complaints is about 47,000, right?
                  I'm sorry, where -- you're at appendix 6?
02:43:40 20
                  This is your appendix, right? You created this?
        21
        22
                  We're on appendix 6?
        23
             Q.
                  Yeah. You created this document, right?
        24
             Α.
                  Yes.
        25
                  Okay. Hard limits for complaints, do you see that,
             Q.
```

```
836
             47,000?
         1
         2
                  46,997, yes.
         3
                  Okay. Can we use 47,000?
         4
             Α.
                  Yes.
         5
                  Okay. So you're saying the hard limit for complaints
         6
             was -- this 47,000 was 27 percent of 315,000 unique tickets,
         7
             right?
         8
                       Go back to paragraph 50 on page 10. Do you see the
         9
             24 percent?
                  Yes.
02:44:22 10
             Α.
                  And it's actually 14 percent if you divide 315,000 into
        11
        12
             47,000, is it not?
        13
                  I'm not following what you're saying, but I think you're
        14
             addressing the missing values. Is that --
        15
                  Do you see paragraph 10? It says hard limits for
             complaints was 24 percent of 315,000.
        16
        17
                       Correct?
                  Hard limits for complaints was 24 percent. Yes.
        18
             Α.
        19
                  But 47,000 --
             Q.
02:45:01 20
                       THE COURT: Hold on. Let him look at it.
        21
                       MR. BUCHANAN: Okay.
        22
                       THE WITNESS: I see it says 24 percent there, yes.
        23
             BY MR. BUCHANAN:
        24
                  Okay. So that's 24 percent of 315,000, right?
        25
                  Where are you getting the 315 from?
             Α.
```

25 Finish, Doctor.

THE COURT: Hold on, let him finish.

- 1 THE WITNESS: If you look at appendix 6, and this is
- 2 | a standard thing in the output, the last line there says:
- 3 Frequency missing, 369,284.
- 4 So that's the number of entries in the Cox ticket
- 5 data that had nothing in the field action content form. Action
- 6 | content form could have any of these things listed in
- 7 appendix 6, or it could have nothing.
- 8 So the percent was computed -- which one were we
- 9 talking about? The --
- 02:47:34 10 THE COURT: 24 percent.
  - 11 THE WITNESS: The 24 percent for hard limit for
  - 12 complaints, and that's given in this output. So it's
  - 13 23.4 percent. That's of the non-missing entries for the field
  - 14 action content form, 24 percent or 23.4 percent of those had
  - 15 the words "hard limit for complaints" entered into that field.
  - 16 BY MR. BUCHANAN:
  - 17 Q. So --
  - 18 A. So that's what's computed here.
  - 19 Q. So, I'm sorry, you divided what number into the 47,000?
- 02:48:23 20 A. The -- I didn't divide. This is what the software
  - 21 produces, standard output for this kind of data. You look at
  - 22 the entries that are not missing, and you divide out by the
  - 23 | total number of those.
  - So if you take the column Frequency in appendix 6 and
  - add up all of those, that's the denominator that's used as the

- 1 basis for the, for the 24 percent. That number is not given on
- 2 | the output. What is given is just the -- at the bottom with an
- 3 asterisk the number of missing or it calls it null, null values
- 4 for action content form.
- 5 Q. So you're saying that if you divide 370,000 into 46,000,
- 6 | it comes to 24 percent?
- 7 A. Could you say that again?
- 8 O. We can move on.
- 9 Why don't I direct your attention to your transcript,
- 02:49:36 10 page 194. See if that refreshes your recollection that we
  - 11 discussed that in your deposition.
  - 12 A. 194?
  - 13 Q. Yes, line 7, 7 through 11.
  - 14 A. I'm sorry, I'm not there yet.
  - 15 Q. Okay.
  - 16 A. Page 194, line 7.
  - 17 Q. So read, read the question and answer there, and tell me
  - 18 | if that doesn't refresh your recollection as to how we did the
  - 19 calculation during your deposition, when you were -- you were
- 02:50:23 20 also under oath there as well.
  - 21 A. I recall the conversation that we had, and my
  - 22 | understanding is that it's exactly the same as the conversation
  - 23 | that we just had.
  - 24 Q. Okay.
  - 25 A. I explained to you what the software does, that that's a

```
840
         1
             standard output for a categorical variable. When you compute
         2
             percents, you divide by the number of non-missing values.
             There would be an option to divide by some other number if you
         3
             would like to divide by some other number, but that's not what
         4
         5
             the, the default or standard calculation is.
         6
                  So if I may just read the Q&A of this, that's --
                       THE COURT: Is it inconsistent with what he just
         8
             talked about?
         9
                       MR. BUCHANAN: It is inconsistent.
                       THE COURT: Go ahead.
02:51:09 10
             BY MR. BUCHANAN:
        11
        12
                  Okay. So what I asked you -- by the way, there's two
        13
             lawyers that are objecting, you know.
        14
                       THE COURT: I haven't heard any objection.
        15
                       MR. BUCHANAN: All right.
                       THE COURT: And let's be calm and quiet here unless
        16
        17
             you have a formal objection. Then stand up and say, "Object,"
        18
             okay?
        19
                       MR. OPPENHEIM: Yes, sir.
02:51:27 20
                       THE COURT: Okay.
             BY MR. BUCHANAN:
        2.1
        22
                  So there you say -- I asked you: Okay. So a hard limit
        23
             for complaints of 46,997 is not 24 percent of 315,000, is it?
        24
                       That's correct.
        25
                       So -- it's 14 -- it's about --
```

```
841
         1
                       It's necessary to read it very carefully. So 16a
         2
             says -- and then you talk about the copyright, and then --
                       MR. ZEBRAK: Objection, Your Honor. He's not reading
         3
         4
             it.
         5
                       THE COURT: Overruled.
         6
             BY MR. BUCHANAN:
                  So, so you read that? I ask you: So a hard limit for
         8
             complaints of 46,997 is 24 percent of 315,000?
         9
                       And you said: That's correct?
                  I'm sorry, what line are you on? I'm having trouble
02:52:15 10
             Α.
             following you.
        11
        12
                  Line 7.
             0.
                  Line 7, okay. This says 24 percent is not something, and
        13
        14
             that's just arithmetic you're saying, right?
        15
                  Right. That's how we started out as doing that
             calculation, and here you agreed that the arithmetic worked,
        16
        17
             and you didn't dispute the numbers in the calculation, did you?
        18
                  If you take 46,000 and divide by 350,000, you don't get 24
        19
             percent. I agree. I think that's what I was -- it's hard to
             take this out of context, so yeah. But that --
02:52:53 20
                  Could, could you take a look at your report, paragraph 49
        21
        22
             and 50? We were just there.
        23
                       And you have a lot of data here, part of your
        24
             findings, 49 and 50, we went over one part of it, but isn't it
        25
             true when you put that information in there, that you didn't
```

- 1 back to paragraphs 49 and 50 of your report and see if that's
- 2 | not what we're discussing there.
- 3 A. So I -- you asked me a question: Do you have any idea why
- 4 | they're using that terminology?
- 5 And I said: No, I don't know why Cox is using that
- 6 terminology in their data file. All I know is that the
- 7 | relative frequency of the different terms that they used -- and
- 8 | that's what I reported in that appendix, or No. 6. I don't
- 9 know if --
- 02:56:21 10 Q. So --
  - 11 A. But I don't know anything more than what those words said,
  - 12 and I, you know, had the computer read those words and put them
  - 13 in, in the summary.
  - 14 | Q. So my question was those are more findings that you made
  - 15 using the applied statistics, and what I was asking you is even
  - 16 though you put those findings in there, you didn't really know
  - 17 | what they meant. And are you agreeing with that?
  - 18 THE COURT: What they meant to Cox?
  - 19 MR. BUCHANAN: What they meant to him in reading
- 02:56:54 20 them.
  - 21 THE WITNESS: What they meant to me was that they
  - 22 | were different entries in the computer file.
  - 23 BY MR. BUCHANAN:
  - 24 Q. But you didn't --
  - 25 A. As I said, I took the data at face value. This is Cox's

- data, and I made a table of the different possible entries that
- 2 | could be in that column and counted them.
- 3 Q. Okay. These are findings, and isn't it true that you put
- 4 these findings in there even though you didn't know what the
- 5 data meant? Isn't that what that passage is I just showed you?
- 6 | Doesn't it say --
- 7 A. I did not have any definition of those terms; that's
- 8 correct.
- 9 Q. Okay. So if you don't have a definition, that means you
- 02:57:30 10 | don't know what they mean.
  - 11 A. Not necessarily, but I would -- as I said, I don't, I
  - 12 | don't know why they're using that terminology.
  - 13 Q. Okay.
  - 14 A. I don't know the meaning of those things. I was just
  - 15 trying to describe the data that was given to me by Cox.
  - 16 |Q. And didn't you actually ask people -- in fact, you asked a
  - 17 | lot of people what that meant, but you couldn't get any
  - 18 | answers; isn't that right?
  - 19 A. No.
- 02:57:55 20 Q. Isn't that what -- go read the passage again. See if it
  - 21 doesn't say that.
  - 22 A. That it says I asked a lot of people? I didn't see that.
  - MR. BUCHANAN: Can I read or no?
  - 24 THE WITNESS: Where are you?
  - 25 THE COURT: Direct him to a line and --

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845
         1
             BY MR. BUCHANAN:
         2
                  Okay. Line 1, page 190: -- tell me what they mean, give
             me definitions. Give me -- we even have words for that.
         3
         4
             some computer statistical packages --
         5
                       And you say you called it a code book?
         6
                       MR. ZEBRAK: Your Honor?
                       THE COURT: Yes, sir.
                       MR. ZEBRAK: I'm not sure what's happening now.
         9
                       THE COURT: All right.
                       MR. ZEBRAK: This is --
02:58:33 10
                       THE COURT: Well, let's go back, the guestion was --
        11
        12
             did you ask -- he asked you whether you had asked lots of
        13
             people. He directed you to this specific reference in the page
        14
             and line, and does that refresh your recollection?
        15
                       THE WITNESS: No, not, not what I read on page 190.
        16
                       THE COURT: Okay. All right. Next question.
        17
                       MR. BUCHANAN: I'm sorry, I didn't hear that.
        18
                       THE COURT: He said no, it doesn't refresh his
        19
             recollection. I don't know what's on the page. Do you want
02:59:09 20
             to -- do you want to --
        21
                       MR. BUCHANAN: Am I allowed to --
        22
                       THE COURT: Yeah, you can now use the statement and
        23
             ask him did he not -- did I not ask you this question and did
        24
             you not say the following?
        25
                       MR. BUCHANAN: All right.
```

THE COURT: It assumes facts not in evidence. But if you have a question and an answer which is inconsistent with what he's said today, you certainly may impeach him with that, but not the following paragraphs and see if you don't get a sense of this or that.

21

22

23

24

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847
         1
                                     If I could clarify my answer, I
                       THE WITNESS:
         2
             think --
         3
                       THE COURT: No, let's wait for --
                       MR. BUCHANAN: I can, I can read what he testified to
         4
         5
             now, right?
         6
                       THE COURT:
                                   If there's a question that you asked him
         7
             and he answered inconsistently, you certainly can read that and
         8
             say, didn't you say that previously?
         9
                       MR. BUCHANAN: All right.
                       THE COURT: Sure.
03:00:59 10
        11
                       MR. BUCHANAN: He says he doesn't remember, but the
        12
             passage says what he says.
        13
                       THE COURT: Didn't you say in your deposition when
        14
             you were asked the following question and the following answer?
        15
             BY MR. BUCHANAN:
                  Now, I'll ask it again, and this is how we started, and I
        16
        17
             asked you -- you gave me one answer, that -- about you didn't
             have the definition. I asked you: Did you ask people that you
        18
        19
             were working with, including, you know, all the people you're
             working with, whether, in fact, you sought from them what those
03:01:29 20
        21
             words meant that went into those two findings?
        22
                       And are you saying that you didn't ask anyone?
                  I can explain. I apologize that I answered too quickly.
        23
        24
             I did not read all of page 190. I felt a little bit rushed.
        25
             read the top part; I didn't read the bottom part.
```

So there is a question that was asked to me, and I answered: I always asked everybody give me what I would call the code book.

That answer refers to my general behavior or procedures when I get data, and that is, can you give me the code book? That code book is particular jargon for a statistical package called SPSS, and it does exactly what -- the kind of things we were talking about. It would give me the list of possible values for those fields that are given in that, that appendix, and what each of them means.

I said: Do you have that? I asked plaintiffs' counsel: Do you have a code book that explains all these variables?

The answer was no.

So -- but the context of did I ask everybody, I always ask everybody: Can you give me some data, tell me what I need to know about each of the fields and the meaning of those, those entries.

THE COURT: All right. Thank you, sir.

All right. Next question.

BY MR. BUCHANAN:

03:03:13 20

03:02:43 10

- Q. Okay. And I think you -- okay. So you said that you asked for it, and you didn't receive it, and I think -- do you recall that you don't know why you never received it?
- A. I don't think it exists.

- 1 Q. Why don't you take a look at your testimony there and tell
- 2 | me if, in fact, you say that, that it doesn't exist. Why don't
- 3 | you read where it starts, line 11: So I never received that,
- 4 and I don't know why.
- 5 And then read the rest after that.
- 6 A. I had a lot of other things to do, and I never pursued
- 7 | this any further than to summarize in the summary that I gave
- 8 in this report.
- 9 Q. So you had a lot of -- those are findings in your report,
- 03:03:59 10 and you had -- you're saying you had a lot of other things to
  - 11 do, and so you just moved on.
  - 12 A. That's a fair summary of what I said, I believe.
  - 13 Q. Okay. All right, can we pull up their slides?
  - 14 Okay. Let's go to slide 7. Now, the claims period,
  - 15 I think you correctly testified, is in February 2013 to
  - 16 November 2014. Do you remember that?
  - 17 A. I do.
  - 18 Q. Okay. This goes beyond that, a year earlier and a month
  - 19 | later, right?
- 03:05:13 20 A. That's correct.
  - 21 Q. Okay. So did you actually analyze this same data for the
  - 22 | claims period which is at issue in this case?
  - 23 A. No.
  - 24 Q. Okay. And is that because you were told not to do it?
  - 25 A. No.

```
850
                  You just decided not to do it?
         1
             Q.
                  I didn't decide not to do things. I decided to do things.
                  Okay. In fact, you did run the numbers.
         3
                       THE COURT: Let him finish answering.
         4
         5
                       MR. BUCHANAN:
                                      Okay.
         6
                       THE COURT: Were you finished, sir?
                       THE WITNESS:
                                      I think so.
         8
             BY MR. BUCHANAN:
                  You did run those numbers, though, right?
         9
03:05:47 10
             Α.
                 No.
                 You never did.
        11
             Q.
        12
                       So let's start with January 1, 2012. You have 31,000
        13
             that had three or more, right?
        14
                  That's what the display says, yes.
        15
                  How many had three?
             Q.
                  It's not given on this chart.
        16
             Α.
        17
                  Well, I see that. I'm sorry. But did you calculate that?
             Q.
        18
             Α.
                 Yes.
        19
                  Okay. What is it?
             Q.
03:06:17 20
                  I don't recall.
             Α.
                  Okay. So this -- if you have 57,000 subscribers and
        21
             Q.
        22
             31,000 had three or more, how many had one or two?
        23
                  The number is not on the chart. I computed it, and I
        24
             don't have it in my memory.
        25
             Q.
                  Okay. Well, I'm just -- I was asking you to do the math
```

- 1 for me. 57,000 minus 31,000 is about 26,000.
- 2 A. The difference would be the number who had two or one.
- 3 Q. Okay. That's statistics, right? That's sort of --
- 4 A. It's arithmetic.
- 5 Q. Okay. So that means of all these subscribers, or all
- 6 | tickets, which means we're talking about a three-year period, a
- 7 | year beyond the claims period, right, and 26,000 had one or
- 8 | two; is that right?
- 9 A. Approximately, yes.
- 03:07:13 10 Q. And do you know how many of those 26,000 had one?
  - 11 A. As I said, I don't.
  - 12 Q. Okay. And so then you go to six-plus, so again we're
  - 13 talking about three years, and all ticket data means notices
  - 14 | from everyone that came into the tickets for that three-year
  - 15 period, right, from the plaintiffs and from other content
  - 16 holders that sent notices, right?
  - 17 A. Correct.
  - 18 Q. Okay. So if we go to six-plus, if you take -- subtract
  - 19 | 31,000 from 16,000, we get 15,000 that had five or less,
- 03:07:54 20 | correct?
  - 21 A. You're doing 57 minus --
  - 22 Q. 31,000 minus --
  - 23 A. -- 16?
  - 24 Q. -- 16,000, trying to get to those who had five or less.
  - 25 Maybe you could do it for me.

- 1 A. To get five or less? I don't think you can recover that
- 2 from here.
- 3 Q. Well, if you have six-plus had 16 and you have 31,000 that
- 4 | had three-plus, isn't the difference those that are in between?
- 5 A. Four or five.
- 6 Q. Yes.
- 7 A. But you said five, I thought.
- 8 Q. Oh, I said five or less.
- 9 A. Five or less. Yes, you could do that subtraction.
- 03:08:35 10 Q. Okay. So that would be 41,000 that had five, four, three,
  - 11 | two, or one, right?
  - 12 A. You're saying 57,000 minus 16,000, okay. Is that what
  - 13 | you're saying?
  - 14 Q. No. So what I'm getting at, if we get 31,000, 57,000,
  - 15 | that gave us 26,000 that had one or two?
  - 16 A. You know, you're reading, it, and I can't process it that
  - 17 | fast; I'm sorry. I could write it down if you want or if you
  - 18 | want to write it down, but I -- you're just throwing numbers at
  - 19 me. I can't do that.
- 03:09:11 20 Q. Okay. Just -- okay. Tell me how many had five or less
  - 21 based on your chart. Can you calculate that?
  - 22 A. That would be the difference between the total and the
  - 23 number who have six or more, yes.
  - 24 Q. And so how many would that be?
  - 25 THE COURT: He just said he can -- if you want him to

- No. 1 Α.
- 2 Do you know whether they relate to a business subscriber

- 3 or a home?
- 4 Α. No.
- 5 So you don't know if they're, like, a hotel or -- a hotel
- 6 or a hospital versus a residence?
- I was not given that information.
- Okay. But you, you do know how many business subscribers 8
- there were, correct?
- 03:10:51 10 Α. Yes.
  - Okay. And you originally calculated that like 1800, and 11
  - 12 then you increased it in your supplement report to 2800, right?
  - 13 I don't recall all those numbers, I'm sorry.
  - 14 So do you recall the average amount of notices that a
  - 15 business subscriber received during this time period?
  - 16 I don't believe I calculated that kind of summary, but I
  - 17 could have.
  - All right. So, so could you go to your reply report? 18
  - 19 think it's tab, tab 4, paragraph 23. If you read that
- paragraph of your report -- you wrote this, right? 03:12:16 20
  - 2.1 Α. Yes.
  - 22 Okay. So you say there's 2,868 business subscribers, and
  - what's the mean or the average? 23
  - 24 I said I replicated Dr. Weber's calculation finding -- and
  - 25 the median is given as 4 and the mean is given as 15.9.

- 1 is a classic example why the mean is not a good descriptor of
- 2 the center of a distribution. It's highly skewed.
- 3 Q. I asked you if you calculated the mean. That's all.
- 4 A. That's what it says.
- 5 Q. That's what it says. You did that, right?
- 6 A. Yes.
- 7 Q. Okay. So when we go over here, if you apply the business
- 8 subscribers to the 13-plus and the 14-plus, they average 16?
- 9 A. I didn't -- I said I replicated Dr. Weber's calculation.
- 03:13:20 10 Q. And who is Dr. Weber?
  - 11 A. One of your experts, I believe.
  - 12 Q. She calculated numbers like you did in terms of --
  - 13 A. I calculated what she reported and verified the accuracy
  - 14 of her arithmetic.
  - 15 Q. So you just -- is there a footnote to her report here?
  - 16 All right. So you just took her number and put it in
  - 17 | your report, but you agree with it, right?
  - 18 A. I verified the arithmetic that she performed.
  - 19 Q. And then you used it in your report, so it must have had
- 03:14:00 20 | some significance, right?
  - MR. OPPENHEIM: Your Honor, Dr. Weber has not
  - 22 testified.
  - 23 THE COURT: Stop. You're testifying, and he has a
  - 24 | right to ask why he put it in the report.
  - Ask him, do you recall -- you may testify as to why

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856
             that is put in your report. I think you just testified that
         1
         2
             you were testing her math; is that right?
                       THE WITNESS: That's correct.
         3
                       THE COURT: All right. And is that why it's in the
         4
         5
             report?
         6
                       THE WITNESS: Yes.
                       THE COURT: All right. Let's move on.
         8
             BY MR. BUCHANAN:
         9
                  Okay. So the question I have for you is did you
             determine, like, for those who had 14 or more, how many of
03:14:44 10
        11
             those were business subscribers considering that they averaged
        12
             16 notices?
        13
                 I didn't --
             Α.
        14
                  Okay.
             0.
        15
                  -- do that calculation to the best of my knowledge, no.
             Α.
                  So when we get to, like, 14, what percentage of 4,400 is
        16
        17
             of 57,000?
        18
                       So in other words, if you've calculated how many
        19
             subscribers had dropped off at this point were no longer
             getting notices at the 14 level, is that about 90-some percent,
03:15:19 20
             95 percent?
        21
        22
                  You're asking me to compute 4,400 divided by 57,600?
        23
             Q.
                  Yes.
        24
                  I don't have my phone or I would do it.
        25
             Q.
                  Okay.
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857
         1
                  I can't do that -- I don't do arithmetic in my head
             particularly with a microphone in my face.
                  Okay. You could do -- 5,700 of 57,000 would be 10
         3
             percent, right?
         4
         5
                  In rough, round numbers, yeah.
         6
             Q.
                  So that would be 90 percent. So 4,400 would be more like
             93, 94 percent?
         8
                  If you say so.
             Α.
         9
             Q.
                  Okay.
                 I don't doubt it.
03:16:11 10
             Α.
        11
                       MR. BUCHANAN: All right. We'd like to move this
        12
             into evidence, Your Honor.
        13
                       THE COURT: All right. This exhibit with the
        14
             highlights is a new exhibit?
        15
                       MR. BUCHANAN: This demonstrative.
                       THE COURT: Okay. Is there any objection?
        16
        17
                       MR. ZEBRAK: Well --
        18
                       MR. BUCHANAN: It's their exhibit.
        19
                       THE COURT: Yeah.
03:16:28 20
                       MR. ZEBRAK: It's fine, but is his entire set of
             slides going into evidence?
        21
        22
                       MR. BUCHANAN: I'm just moving this one.
        23
                       MR. ZEBRAK: Well, if we move it all into evidence,
        24
             we're fine with that, Your Honor.
        25
                       THE COURT: Yeah. All right. I'll consider that.
```

- 1 We'll talk about that later.
- MR. BUCHANAN: Okay. Could we go to the next slide?
- 3 Next one? Oh, go back to that one. Thanks. Sorry.
- 4 BY MR. BUCHANAN:
- 5 Q. These 13 terminated subscribers, they only relate to these
- 6 particular notices, right? They don't relate to other notices
- 7 | that we got during the time period? In other words, you're
- 8 just talking about --
- 9 A. They refer to the ticket data that I have.
- 03:17:20 10 Q. Beyond this, beyond this 57,000 subscribers, you didn't
  - 11 look at data beyond that to see how many terminated subscribers
  - 12 | there were for this period beyond these particular works in
  - 13 | suit or these particular subscribers, right?
  - 14 A. These 13 are a subset of the 57,600, yes.
  - 15 Q. All right. Can we go to the next slide, please?
  - 16 So earlier -- you just -- when I was asking you about
  - 17 | the subscribers, business subscribers, and then you calculated
  - 18 | it here, right?
  - 19 A. Yes.
- 03:17:53 20 O. And is this Dr. Weber's number?
  - 21 A. I don't know.
  - 22 Q. Okay.
  - 23 A. I don't know if she had -- I didn't -- these are my
  - 24 numbers.
  - 25 Q. Okay. Let's go to the -- so on this one, 17,729

- 1 subscribers had tickets for notices from other rights holders,
- 2 | right? So, so how many, how many tickets are we talking about
- 3 | from these other rights holders? Are we talking about one for
- 4 | the 57,000, you've determined that there was at least one
- 5 ticket relating to another rights holder for the subscribers in
- 6 question?
- 7 A. For each of the 57,600 subscribers, I computed a variable,
- 8 yes or no. Yes, they had a notice corresponding to another
- 9 | rights holder, or no, they did not have a notice from another
- 03:19:03 10 | rights holders. And this is the proportion of yeses for that
  - 11 | calculation.
  - 12 Q. So when you actually did the task that you were to do,
  - 13 | which was to determine how many -- during the claim period, how
  - 14 many Cox subscribers received a notice from the plaintiffs for
  - 15 | a work in suit after receiving two others, that two others
  - 16 | could be -- both those two others could be from some third
  - 17 party, right?
  - 18 A. That's correct.
  - 19 Q. Did you determine how many of the 57,000 received two out
- 03:19:40 20 of the three from somebody else, like, you know, Amazon, HBO,
  - 21 Disney?
  - 22 A. I did not perform that calculation.
  - 23 Q. And did you determine when these notices regarding the
  - 24 | 17,729, did they come in in 2012, '13, or '14?
  - 25 A. I did not calculate that.

- 1 Q. And in terms of the notices that we talked about, did you
- 2 determine whether they were with regard to the same musical
- 3 | composition or sound recording? Well, actually forget musical
- 4 | composition. Sound recording. Did you determine whether any
- 5 of those -- how many came into the particular subscriber that
- 6 related to the same song or album?
- 7 A. I'm not sure I understand the question.
- 8 MR. BUCHANAN: Can we back up? Keep going. One
- 9 more. Thanks, James.
- 10 BY MR. BUCHANAN:
- 11 Q. So the people that got one or two, did you determine
- 12 | whether it related to the same song or not?
- 13 A. I just counted tickets.
- 14 Q. Okay.
- 15 A. I did not look at the song.
- 16 Q. So the people that got three, they could have gotten -- it
- 17 | could be all -- it could be a kid that downloaded a Disney
- game, and the family got three notices for the same downloaded
- 19 | game over three days, right?
- 03:21:11 20 A. I believe so.
  - MR. ZEBRAK: Your Honor --
  - 22 | THE WITNESS: I don't have -- I know what's in the
  - 23 data. That's all.
  - 24 THE COURT: Overruled. If you can answer.
  - THE WITNESS: Yes.

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1
                       THE COURT: He's asking you about, you know --
         2
                       THE WITNESS:
                                      I guess I don't have -- I can't -- I
             don't have that information.
         3
             BY MR. BUCHANAN:
         4
         5
                  So in the bigger numbers, like 13-plus and 14-plus, the
         6
             13, that can relate to an internet service provider that had a
             subcontract with us and then had, you know, 100,000
             subscribers, right?
         8
         9
                  All I know is what was in the data that I have.
             know what it could have been. I know what was in the data.
03:21:47 10
        11
                  Okay. So you didn't look behind the data to see if it was
        12
             a residential subscriber, a business subscriber, or what type
        13
             of business subscriber, right?
        14
             Α.
                  I did not.
        15
             Q.
                  Okay.
        16
                       James, can you -- okay.
        17
                       So you've talked about report -- repeat infringing,
        18
             or repeat infringers. This shows that as you move along,
        19
             there's fewer and fewer people repeating, right?
03:22:19 20
                  That's correct.
             Α.
                  The more notices they get, the fewer additional notices?
        21
        22
                  That would always be true for data displayed in this way.
        23
                  And that's what Lynn Weber's data showed, right?
        24
                  I don't recall.
             Α.
        25
                  Okay. And I think, isn't it your view that -- I guess you
             Q.
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- 1 | didn't look at it for the claims period, but do you recall when
- 2 I asked you in your deposition about isn't it true that over
- 3 | time, that you had -- most people had one or two and then some
- 4 had three, some had four; it just sort of then decreased,
- 5 right?
- 6 A. That's correct.
- 7 MR. BUCHANAN: Okay. So could you go to the next
- 8 | slide, please? Go down a couple. The next one, please, James.
- 9 Thank you.
- 10 BY MR. BUCHANAN:
- 11 Q. So here again, we're outside the claims period by one
- 12 | month on one side and a year on the other side, right?
- 13 A. That's correct.
- 14 Q. And you think your counsel asked you to do that?
- 15 A. That's the data that I was given.
- 16 | Q. Okay. And you were asked to do this, right? You didn't
- 17 | do this on your own. You were told to do this, right?
- 18 A. I was told to do a repeat infringer analysis.
- 19 Q. So your 13,400, obviously, that number of the subscribers
- 03:23:42 20 | that got tickets before the claim period, these are subscribers
  - 21 | that got a ticket during the claim period, at least one?
  - 22 A. That's correct.
  - 23 Q. Okay. So they got one during the period 2013 and '14, and
  - 24 | then you're saying they got at least one in 2012?
  - 25 A. Or before February 1, 2013.

- 1 A. No.
- 2 Q. Okay. You were here for the testimony of
- 3 Dr. Barbara Frederiksen-Cross, right?
- 4 A. I heard some of her testimony. I don't think I was here
- 5 | for all of it.
- 6 Q. Did you hear when she said there were 30 million people on
- 7 BitTorrent and these other sites on a daily basis?
- 8 A. I don't recall storing that information.
- 9 Q. Okay. So you testified at the beginning of your direct
- 03:26:15 10 | examination that you accepted all of the data that was given to
  - 11 | you on face value, right?
  - 12 A. That's correct.
  - 13 Q. You didn't look behind it, correct?
  - 14 A. That's correct.
  - 15 Q. So if it was unreliable, then your, your analysis or
  - 16 | conclusions would be unreliable, right?
  - 17 A. My understanding is that the data -- that somebody else
  - 18 | was responsible for the reliability of the data. I was not
  - 19 responsible for it.
- 03:26:43 20 Q. But the question was if that data turns out to be
  - 21 | incorrect or inaccurate and you relied on it, then that would
  - 22 make your conclusions potentially inaccurate?
  - 23 A. Yes.
  - MR. BUCHANAN: Okay. I have no further questions,
  - 25 Your Honor.

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         1
                       THE COURT: All right. Thank you.
         2
                       Redirect?
                       MR. ZEBRAK: Yes, Your Honor. Thank you.
         3
                       Could you pull up the demonstratives, Mr. Duval?
         4
         5
                                   REDIRECT EXAMINATION
         6
             BY MR. ZEBRAK:
                  Let's first start, Dr. McCabe, with the time you spent
             working on this matter. Would you describe this -- how would
         8
         9
             you characterize the degree of how hard you worked on this
             matter?
03:27:51 10
                       MR. BUCHANAN: Your Honor, I -- that's way beyond the
        11
        12
             scope of cross.
        13
                       THE COURT: Oh, no.
        14
                       MR. BUCHANAN: Okay.
        15
                       THE COURT: I'll permit it.
             BY MR. ZEBRAK:
        16
        17
                  Before the objection, sir, I asked you how would you
             characterize how hard you worked on this matter?
        18
        19
                  I worked very often from early, very early in the morning
03:28:14 20
             until late at night.
        21
                  Did you have to work at nights?
        22
                  Yes.
             Α.
        23
             Q.
                 Weekends?
        24
             Α.
                  Yes.
        25
             Q.
                 Did you have to travel?
```

- 1 A. Limited travel, yeah.
- 2 Q. When you arrived here to testify this week, did you know
- 3 exactly what day you would have to testify?
- 4 A. I did not.
- 5 Q. Did you know how long plaintiffs' counsel or Cox's counsel
- 6 | would take questioning witnesses?
- 7 A. I did not.
- 8 Q. Do you enjoy being away from your family for this matter?
- 9 THE COURT: All right, let's move on. This is
- 03:28:47 10 | beyond -- I thought you were going to ask what he did during
  - 11 | the 100 or more hours that he worked on the case, and this is
  - 12 | outside of that. So let's move on.
  - MR. ZEBRAK: Yes, Your Honor. I'll move on.
  - 14 BY MR ZEBRAK:
  - 15 Q. Counsel asked you questions about the mechanics of the
  - 16 | preparation of your report. Do you recall that?
  - 17 A. Yes.
  - 18 Q. Asked you questions about who typed particular words or
  - 19 | footnotes going from your outline and revisions? Do you recall
- 03:29:17 20 | that?
  - 21 A. I recall the questions.
  - 22 Q. Whose work product is reflected in that report?
  - 23 A. It's my report.
  - 24 Q. Do you stand behind that work product?
  - 25 A. I do.

- 1 Q. Does anything from counsel's questions today cause you to
- 2 doubt the accuracy and reliability of your findings?
- 3 A. No.
- 4 Q. Now, I'm going to ask you not just about your reports but
- 5 | about -- let's start with your demonstrative slides. Does
- 6 anything from counsel's questions today cause you to doubt the
- 7 | accuracy and reliability of those slides?
- 8 A. No.
- 9 Q. Does anything from counsel's questions today cause you to
- 03:29:50 10 | doubt the accuracy and reliability of the testimony you've
  - 11 | given?
  - 12 A. No.
  - 13 Q. Now, let me ask you some other questions. Counsel asked
  - 14 | you a series of fast questions about several pages of your
  - deposition testimony, and I believe they, they concerned
  - 16 | warnings. Do you recall that -- those questions?
  - 17 MR. BUCHANAN: I'm going to object to that.
  - THE COURT: Warnings?
  - 19 MR. ZEBRAK: Well, I'm framing the question, Your
- 03:30:18 20 Honor.
  - 21 THE COURT: Well, you're testifying. Ask him --
  - MR. ZEBRAK: Yes, Your Honor.
  - 23 THE COURT: -- whether he agrees or disagrees with
  - 24 something that was brought to his attention.
  - MR. ZEBRAK: Sure.

BY MR ZEBRAK:

- 2 Q. I'd like to bring your attention, sir, to your deposition
- 3 testimony that counsel referred you to, at page 188 to 191.
- 4 I'd like to just remind yourself what he was questioning you
- 5 about. I'm going to ask a follow-up question.
- 6 MR. BUCHANAN: Your Honor, this is improper.
- 7 THE COURT: No, I think he's asking whether he would
- 8 like to further explain questions -- whether to further -- he
- 9 would like to amplify his answer to questions you asked on
- 03:31:01 10 direct where he was limited.
  - Is that right?
  - MR. ZEBRAK: That's exactly what I'm doing, Your
  - 13 | Honor. I'd like to give the witness an opportunity to look at
  - 14 | those pages so he understands the subject matter of the
  - 15 | questions from Cox's counsel, and I'm going to follow up.
  - 16 THE COURT: Where do you want him to read?
  - 17 MR. ZEBRAK: Oh, it was page -- I had done that
  - 18 before the objection. It was --
  - 19 THE COURT: 188 to 191?
- 03:31:23 20 MR. ZEBRAK: Yes, sir.
  - 21 THE COURT: All right. Please review those pages,
  - 22 Dr. McCabe.
  - THE WITNESS: Yes, I'm familiar with those pages.
  - 24 BY MR. ZEBRAK:
  - 25 Q. Are you familiar with what the phrase "sent warning"

22 MR. ZEBRAK: Thank you, Your Honor. I was just

23 framing the question to follow so it had some context before

24 the objection.

25 THE COURT: Go ahead.

- 1 BY MR. ZEBRAK:
- Let me start again. Whose records are you analyzing with

- respect to repeat infringers? 3
- This is the Cox ticket data. 4
- 5 And these are ticket records concerning -- that stem from
- 6 copyright infringement notices, correct?
- That's right.
- Okay. Now, do you know for what years Cox produced ticket 8
- data for the 57,600 subscribers who were the subject of
- MarkMonitor's notices? 03:33:40 10
  - The framework is the years 2012, '13, and '14. 11
  - 12 Now, do you know if -- do you know whether Cox produced
  - ticket data for 2009 in this litigation? 13
  - 14 I have not seen any data from 2009.
  - 15 Do you know if Cox produced ticket data for 2010 in this
  - 16 litigation?
  - 17 I have not seen that. Α.
  - Do you know if Cox produced ticket data for 2011 for that 18
  - 19 year?
- 03:34:16 20 I don't know. Α.
  - If that information existed, would that be something -- do 21
  - 22 you have an objection?
  - 23 THE COURT: Go ahead.
  - 24 BY MR. ZEBRAK:
  - 25 If that information existed, would that be something that

All right. You're excused with our thanks,

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         1
             Dr. McCabe. Please don't discuss the testimony you've given
         2
             with anyone until our trial is over. All right?
         3
                       THE WITNESS: Thank you, yes.
         4
                       THE COURT: All right. Thank you, sir. Have a good
         5
             afternoon.
         6
             WITNESS EXCUSED
                       THE COURT: All right. We're going to take our
         8
             mid-afternoon break. We'll take 15 minutes and we'll come back
         9
             and we'll be, we'll be adjourning at 5 p.m. All right?
                       So you're excused. Thank you.
03:36:15 10
        11
                       NOTE: At this point, the jury leaves the courtroom;
        12
             whereupon, the case continues as follows:
        13
             JURY OUT
        14
                       THE COURT: All right. Why don't you-all discuss
        15
             what you want to do with demonstratives now that Mr. Buchanan
        16
             made the motion to admit one of the slides. As you all know,
        17
             jurors are always interested in the demonstratives, so discuss
        18
             that at break and see if you can resolve that, and then we'll
             talk about it when we come back.
        19
03:37:13 20
                       Anything else before we break? Where are we on --
        21
             are we playing a deposition now?
        22
                       MR. OPPENHEIM: We're going to call Linda Trickey
        23
             next, Your Honor. Frankly, we didn't think we were going to go
        24
             so long with Dr. McCabe.
        25
                       THE COURT: Okay.
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1
                       MR. OPPENHEIM: I would be highly skeptical, based on
         2
             the way things are going, if they're going to do Ms. Trickey's
         3
             direct in our case, that we're going to get past Ms. Trickey
         4
             todav.
         5
                       THE COURT: Okay.
         6
                       MR. OPPENHEIM: But we are prepared to put forward to
         7
             the Court some issues with respect to the Zabek deposition so
         8
             we can get them resolved by the Court, whether you want to do
         9
             that.
                       THE COURT: Well, it sounds like -- the way I do that
03:37:52 10
        11
             is you give me a deposition transcript that has the direct and
        12
             the cross and the objections that each have, and you give me a
        13
             chance to look at it, and then we'll talk about it in the
        14
             morning.
        15
                       MR. OPPENHEIM: So we have that cut with the
        16
             specifics. Does that work, color-coded?
        17
                       THE COURT: Yeah, that's fine.
        18
                       MR. OPPENHEIM: Does that work?
        19
                       MR. ELKIN: We have some -- I need to take a final
03:38:20 20
             look to see where it is, because they've been going back and
        21
             forth for a couple of days. So I'm hoping to be able to later
        22
             today, to look at that to get it resolved, if we can.
        23
                       After Ms. Trickey, we have Mr. Carothers, Mr. Beck,
        24
             and Mr. Vredenburg here because they wanted them in their case.
        25
                       THE COURT: Okay. It doesn't sound like we'll get
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03:39:36 20

03:39:08 10

much past Ms. Trickey, but if we do, then call a live witness after Ms. Trickey.

MR. OPPENHEIM: We're prepared to put the Zabek objections before you now. We want as the plaintiffs to put Mr. Zabek's testimony before the Court before Mr. Carothers comes. That's the plaintiffs' choice. We should have that option.

Mr. Elkin has had plenty of opportunity to look at these objections, his other partners have, and I would hate to have delay cause us not to put our case on in a sequence that makes sense to the jury.

MR. ELKIN: That's not the issue. The issue is that it's four hours, and you've called these witnesses to support your case-in-chief, and they've come out of town for this over our objection, and we understand the ruling was against us. They're here.

THE COURT: Yeah. As I said earlier, I'm not going to have the jury sitting in there while you're fighting about objections after the case has been, you know, in theory ready for weeks, if not a month, and I understand your objection about do you put your case on in the order that you want, but, I mean, if there's a portion of your deposition which does not have any objections that you want to put in to start to end the day, I don't have any objection to that, and if not, if you want to start a -- you know, if we get to that and you want to,

you know, just put the witness on whose got the least amount of information that they're going to support.

Mr. Oppenheim?

03:41:00 20

03:40:34 10

MR. OPPENHEIM: My only point was, Your Honor, I believe that the objections are currently ripe. This is the first I've heard that now that it's already been reviewed by one of Mr. Elkin's partners, that he now needs to look at it. I think it's ripe for you.

THE COURT: Well, he's lead dog. He gets the opportunity to do that.

MR. GOULD: May I just provide a bit more context,

Your Honor? We have the objections down to, I think, one
objection on plaintiffs' side and four, maybe five small, short
objections on the other side. They can be resolved very
quickly. There's no chance that video is going on today.

There's no way that Ms. Trickey is going to be finished today.

So we're prepared to move forward with it tomorrow, but the order of witnesses --

THE COURT: Well, then this is a -- yeah. Okay.

Then this conversation -- I mean, you can put the deposition on first thing in the morning if that's what you want to do, but, I mean, my concern was if there were live witnesses here and we were sitting in this courtroom without the jury, then that was wasted time. Otherwise, you put the case in, and I'm sorry those witnesses will be inconvenienced because they've been

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         1
             here a little longer than they thought they would need to be.
         2
                       All right. Let's take recess.
         3
                       NOTE: At this point, a recess is taken; at the
         4
             conclusion of which the case continues in the absence of the
         5
             jury as follows:
             JURY OUT
         6
                       THE COURT: Why don't we talk about the demonstrative
         8
             issue after we let the jury go at five? Does that work?
         9
                       MR. ELKIN: Oh, sure.
                       THE COURT: Yeah. That's more time to debate it then
04:00:44 10
        11
             and so we don't lose time with the jury.
        12
                       MR. ELKIN:
                                  Sure.
        13
                       THE COURT: Yeah, do you have something else?
        14
                       MR. ELKIN: Yeah, just very, very briefly, Your
        15
                     I just wanted to remind the Court about my request
        16
             yesterday regarding Ms. Trickey and the other Cox witnesses
        17
             since we're not going to recall them.
        18
                       THE COURT: Right. Sure.
        19
                       Okay. Joe, let's get the jury.
04:01:07 20
                       Do you have your next witness?
        21
                       MR. OPPENHEIM: It's Ms. Trickey from Cox. I believe
        22
             she's in the hallway.
        23
                       THE COURT: Okay.
        24
                       THE COURT SECURITY OFFICER: Oh, are we ready?
        25
                       THE COURT: Yes.
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877
         1
                              At this point, the jury returns to the
                       NOTE:
         2
             courtroom; whereupon, the case continues as follows:
         3
             JURY IN
                       THE COURT: All right. Please have a seat.
         4
         5
                       Next witness?
         6
                       MR. OPPENHEIM: Your Honor, the plaintiffs would call
         7
             Linda Trickey from Cox.
         8
                       THE COURT: All right. Ladies and gentlemen,
         9
             Ms. Trickey is going to testify both as a witness for plaintiff
             and as a witness for Cox at one time so that she doesn't have
04:02:13 10
             to come back in Cox's case. All right?
        11
        12
                       All right. And as a result, there will be a direct,
             a cross-examination, a redirect, and a recross examination to
        13
        14
             give both parties the opportunity to examine her. All right,
        15
             thank you.
                        LINDA TRICKEY, PLAINTIFFS' WITNESS, SWORN
        16
        17
                       THE COURT: All right. Good afternoon. Please
        18
             proceed.
        19
                       MR. OPPENHEIM: Is it all right if I --
04:03:10 20
                       THE COURT:
                                   Yes, sir.
                                    DIRECT EXAMINATION
        21
        22
             BY MR. OPPENHEIM:
        23
                  Good afternoon, Ms. Trickey. How are you?
        24
                  Fine, thank you.
             Α.
        25
             Q.
                  Nice to see you again.
```

- 1 A. Yes. So currently my title is assistant general counsel
- 2 of privacy and security.
- 3 Q. So on a day-to-day basis, you're not responsible for
- 4 | handling intellectual property matters, correct?
- 5 A. No.
- 6 Q. And by intellectual property, you know that includes
- 7 | copyright, correct?
- 8 A. Yes.
- 9 Q. Cox has a website, correct?
- 04:04:46 10 A. Yes.
  - 11 Q. Cox.com or something like that?
  - 12 A. Yes.
  - 13 Q. And that website, like a lot of websites, has a section
  - 14 | that says "About," and you can pull down and see things about
  - 15 Cox Communications, correct?
  - 16 A. Yes.
  - 17 Q. Let me ask you to -- there should be a binder up there for
  - 18 | you from us.
  - Did we put one up there for the witness? I apologize
- 04:05:12 20 | if we didn't do it yet. We'll do it right now. Sorry.
  - 21 A. Thank you.
  - 22 Q. Could I ask you -- it's a large binder, my apologies for
  - 23 | that, and I'm going to ask you to turn all the way to the end,
  - 24 to PX 451, if you would.
  - 25 A. Okay.

Do you see that document? 1 0. 2 Yes. Α. And that's a document that you can tell from the top came 3 4 from Cox.com, correct? 5 Α. It appears to, yes. 6 MR. OPPENHEIM: Your Honor, we'd like to move Exhibit PX 452 into -- excuse me -- 451 into evidence. 8 THE COURT: Any objection? 9 No objection, Your Honor. MR. ELKIN: All right. It's received. 04:06:15 10 THE COURT: 11 If we could maybe just zero in on the MR. OPPENHEIM: 12 top. 13 MR. OPPENHEIM: 14 So this is a document at the very top, it says, "News 15 Room/About Us." Do you see that? 16 Α. Yes. 17 And it's a fact sheet, right, of some sort about Cox 18 Communications? 19 It looks like something put out by our public 04:06:45 20 affairs department. Okay. And at the top, it says: Cox Communications is a 21 22 broadband communications and entertainment company. Correct? 23 Α. Yes. 24 And it says that it provides advanced digital video, 25 internet, telephone, home security, and automation services,

- 1 | correct?
- 2 A. Yes.
- 3 Q. And then it goes on to say that Cox is the largest private
- 4 | telecom company in the U.S., right?
- 5 A. Yes.
- 6 Q. And it says that Cox serves more than 6 million residences
- 7 and businesses, right?
- 8 A. Yes, that's what it says.
- 9 Q. And if we skip down to the company stats, about halfway
- 04:07:29 10 | down, could you just read the first two bullets, please?
  - 11 A. Cox has approximately 6 million total residential and
  - 12 | commercial customers. Total revenues of 11 billion in 2016.
  - Do you want me to read on?
  - 14 Q. And then let's skip down to the fourth bullet point, if
  - 15 you would.
  - 16 A. Cox has approximately 20,000 employees nationwide.
  - 17 Q. All right. And the next bullet point, if you could? I'm
  - 18 sorry.
  - 19 A. I'm sorry.
- 04:08:00 20 Q. Do you need some water up there?
  - 21 A. No, no. I've just got the remnants of a cold still, so --
  - 22 Q. My apologies.
  - 23 A. Thank you.
  - 24 Q. Could -- I'm sorry, could you read the bullet point that
  - 25 | starts with the word "Approximately"?

- 1 A. Approximately two-thirds of our customers are in a bundle,
- 2 approximately one-third of customers are triple play.
- 3 Q. And the term "bundle" refers to Cox customers who use two
- 4 or three different Cox services between television, telephone,
- 5 and internet, correct?
- 6 A. Yes.
- 7 Q. And if we could skip down to the second-to-the-last bullet
- 8 point, if you would?
- 9 A. Cox Communications is 55 years old and remains a wholly
- 04:08:48 10 owned subsidiary of Cox Enterprises, a privately held
  - 11 | family-owned corporation with 20 billion in annual revenues for
  - 12 2016.
  - 13 Q. So that -- do you understand that to mean that the
  - 14 | corporate entity Cox Communications is owned entirely by Cox
  - 15 Enterprises?
  - 16 A. Well, it says wholly owned subsidiary.
  - 17 Q. So that's how you would understand it?
  - 18 A. Yes, I believe so.
  - 19 Q. And that Cox Enterprises is then privately held by a
- 04:09:18 20 | family-owned corporation, is that correct?
  - 21 A. Yes.
  - 22 Q. And that Cox Enterprises has annual revenues in 2016 of
  - 23 | \$20 billion, is that correct?
  - 24 A. That's what it says.
  - MR. OPPENHEIM: You can take that down, please,

- 1 Mr. Duval. Thank you.
- 2 MR. OPPENHEIM:
- 3 Q. I think you indicated earlier, but if I didn't elicit it,
- 4 | you're a lawyer, correct?
- 5 A. Yes.
- 6 Q. And as a lawyer, you know what a lobbyist is, correct?
- 7 A. Yes.
- 8 Q. Would you agree that a lobbyist is somebody who petitions
- 9 the government?
- 04:10:01 10 A. I guess that could be one of the things that they do.
  - 11 Q. Among others, right?
  - 12 A. Yeah.
  - 13 Q. And there's absolutely nothing wrong with being a
  - 14 lobbyist, is there?
  - 15 A. I guess I've never really thought about it, but no.
  - 16 Q. You know, in fact, Cox engages in lobbying itself, right?
  - 17 A. I actually am not familiar with the lobbying activities,
  - 18 | if any.
  - 19 Q. Are you familiar -- do you, do you know whether or not Cox
- 04:10:32 20 | has lobbyists?
  - 21 A. I can assume. I mean, I know that we're a member of
  - 22 different, you know, groups that relate to our services, but I
  - 23 | would presume there's lobbying involved.
  - 24 Q. Would it surprise you if I told you that if I Googled
  - 25 "Cox" and "lobbying," I found out that right now, that Cox is

- 1 trying to hire a senior manager of government and regulatory
- 2 | affairs to do lobbying?
- 3 A. I don't know what you mean by surprising. It's very
- 4 possible.
- 5 Q. And would it surprise you that if I Googled to find out
- 6 about PACs that Cox had, that you would find that Cox operated
- 7 | something called Cox Enterprises PAC that in 2014 paid federal
- 8 | candidates over \$1.2 million? Would that surprise you?
- 9 A. Well, again, I'm not sure what you mean by surprising. I 04:11:30 10 think that's very possible, yes.
  - 11 THE COURT: She said she's not involved in the
  - 12 lobbying section, so, you know, you're asking her about
  - 13 | information that I've already indicated in previous days I
  - 14 | don't want you asking facts which aren't in evidence of which
  - 15 the witness is unaware of. All right?
  - 16 MR. OPPENHEIM: Can we call up PX 175?
  - 17 MR. OPPENHEIM:
  - 18 Q. And if you could look at that in your binder, please.
  - 19 A. I'm sorry, 175?
- 04:12:15 20 Q. Yes, 175.
  - 21 A. Okay. I think I'm there.
  - MR. OPPENHEIM: Any objection?
  - Hold on a moment.
  - 24 THE COURT: Why don't you have --
  - MR. OPPENHEIM: Do you have another binder? I think

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             they're struggling with it. Were you able to get to it?
         2
                       MR. ELKIN: No objection.
                       MR. OPPENHEIM: We'd move it into evidence, Your
         3
         4
             Honor.
         5
                       THE COURT: 175 is received.
         6
             BY MR. OPPENHEIM:
                  Do you recognize this document, Ms. Trickey?
         8
             Α.
                  Yes.
         9
                  What is it?
                  This is the Cox High Speed Internet Acceptable Use Policy,
04:13:08 10
             dated November 18, 2011.
        11
        12
                  And at the beginning of this document, it says: CoxCom,
             LLC, and its affiliates and/or distribution partners
        13
        14
             (collectively "Cox") are pleased that you have chosen Cox High
        15
             Speed Internet service.
        16
                       Do you see that?
        17
                  Yes.
             Α.
        18
                  And would the -- would the CoxCom -- excuse me.
                       Would the CoxCom, LLC, and its affiliates include Cox
        19
             Communications, Inc.?
04:14:03 20
                  You know, I'm not positive of the organizational
        21
        22
             structure, but I believe CoxCom, LLC, is a subsidiary of Cox
        23
             Communications, Inc., I think.
        24
                  So Cox Communications would be affiliated as a subsidiary,
        25
             correct?
```

- 1 A. Yes, I believe so.
- 2 Q. And this AUP is the agreement that all high speed internet
- 3 | subscribers to Cox must agree to, correct?
- 4 A. It's one of them.
- 5 Q. One of the agreements they must agree to.
- 6 A. Right.
- 7 Q. Okay. And in fact, if a subscriber is unwilling to agree
- 8 | to this, they're not allowed to use the service; is that right?
- 9 A. Yes. I mean, they, they have to agree to it if they want
- 04:14:54 10 to use the service.
  - 11 Q. So can we skip down to halfway through the first
  - 12 paragraph, there's a sentence that begins with the word "All,"
  - 13 and it may be easier to see on the screen.
  - 14 A. Oh, okay.
  - 15 Q. If that's easier for you. It's your choice.
  - 16 A. Yes, I see that.
  - 17 Q. Could you read that sentence and the next sentence,
  - 18 please?
  - 19 A. All users of the Service must abide by this AUP.
- 04:15:19 20 | Violation of any term of this AUP may result in the immediate
  - 21 | suspension or termination of either your access to the Service
  - 22 and/or your Cox account.
  - 23 Q. And so by that, you understand it's a condition of use of
  - 24 | the service, correct?
  - 25 A. To abide by the AUP.

- 1 Q. Yes.
- 2 A. Yes.
- 3 Q. And can you go to the first sentence of the next
- 4 paragraph, please? And could you read that?
- 5 A. By using the Service, you agree to abide by, and require
- 6 others using the Service via your account to abide by the terms
- 7 of this AUP.
- 8 Q. So this means that not only does the subscriber have to
- 9 agree to the AUP, but others using the service also have to
- 04:16:04 10 | agree to it, correct?
  - 11 A. Yes. They don't actually -- I mean, a family member
  - 12 | doesn't necessarily agree to the terms, but they are supposed
  - 13 to abide by the terms.
  - 14 Q. Correct. And then could you read the sentence in all caps
  - 15 | in that paragraph, please?
  - 16 A. Beginning with "If"?
  - 17 Q. Yes, please.
  - 18 A. If you do not agree to be bound by these terms, you should
  - 19 | immediately stop the use of the services and notify the Cox
- 04:16:35 20 | Customer Service Department so that your account may be closed.
  - 21 Q. And by this, it means exactly what it says, that if a
  - 22 | subscriber is unwilling to agree to these, they should have
  - 23 | their account closed, correct?
  - 24 A. Yeah, or stop use of the service.
  - 25 Q. And then in the next paragraph, it lists prohibited

- 1 | activities, correct?
- 2 A. Yes.
- 3 Q. And could you read the, the first sentence of prohibited
- 4 activities, please?
- 5 A. You may not use the Service in a manner that violates any
- 6 applicable local, state, federal, or international law, order
- 7 or regulation.
- 8 Q. All right. And let's turn to the page to No. 2, please.
- 9 | And could you read the first sentence of No. 2, including the
- 04:17:26 10 title?
  - 11 A. No. 2, Intellectual Property Infringement. You may not
  - 12 | use the Service to post, copy, transmit, or disseminate any
  - 13 | content that infringes the patents, copyrights, trade secrets,
  - 14 trademark, moral rights, or propri- -- I think that's a typo --
  - 15 proprietary rights of any party. Cox assumes no
  - 16 | responsibility, and you assume all risk regarding the
  - 17 determination of whether material is in the public domain, or
  - 18 may otherwise be used by you for such purposes.
  - 19 Q. You would agree that paragraph 1 that we read on the first
- 04:18:04 20 page would prohibit using the service for copyright
  - 21 | infringement, correct, because that would be a violation of
  - 22 | federal law?
  - 23 A. Yeah. I mean, reading it with Section 2 as well.
  - 24 Q. And Section 2 essentially repeats that by saying you can't
  - 25 commit copyright on the service, correct?

- 04:19:13 20
  - 23 Can you please turn to PX 184? Do you have that
  - 24 there, Ms. Trickey?
  - 25 Yes, I'm there. Α.

890 Now, do you recognize this document? 1 Ο. 2 Yes. Α. Is this an updated version of the Acceptable Use Policy? 3 This is the Acceptable Use Policy dated November 20, 4 5 2013. 6 MR. OPPENHEIM: Your Honor, we would offer --No objection, Your Honor. MR. ELKIN: 8 All right. It's received. THE COURT: 9 BY MR. OPPENHEIM: And, Ms. Trickey, are you familiar with this Acceptable 04:20:04 10 Use Policy? 11 12 Yes. Α. And would you agree that all of the provisions that we 13 14 just looked at in the 2011 policy remain in this 2013 policy? 15 Α. Yes. And under this policy in 2013, it still prohibited all 16 17 infringement, correct? 18 Α. Yes. It didn't allow a little bit. It prohibited it all 19 04:20:35 20 together, correct? 21 Α. Yeah. 22 If we could please look at PX 183. Do you have that in 23 front of you, Ms. Trickey? 24 Α. Yes. 25 And what is the title of that document? Q.

- 1 A. "Cox Communications High-Speed Internet Training, Network
- 2 Security Procedures Participant's Guide."
- 3 MR. OPPENHEIM: Your offer -- Your Honor, we would
- 4 offer this.
- 5 MR. ELKIN: There's no foundation but we have no
- 6 objection.
- 7 THE COURT: All right. It's received.
- 8 BY MR. OPPENHEIM:
- 9 Q. Could you please turn to page 6 of this document? For
- 04:21:38 10 | clarity sake, it's the document -- the page that says "The CHSI
  - 11 Network Security Process" in the middle of the page. Do you
  - 12 | see that?
  - 13 A. Yes.
  - 14 Q. Okay. And so -- do you see at the very top left page, it
  - 15 | says: Let's look at two common Network Security violation
  - 16 | situations?
  - Do you see that at the very top?
  - 18 A. I'm sorry, at the top of page 6?
  - 19 Q. Yes.
- 04:22:09 20 A. Yes. I see it on here now.
  - 21 Q. Okay. And do you see the first bullet point there? Could
  - 22 you read that, please?
  - 23 A. A CHSI customer is using file-sharing software to allow
  - 24 other internet users to download MP3 files of copyrighted music
  - 25 from his computer. This is clearly a case of Network Security

- 1 violation since he is allowing copyrighted -- excuse me --
- 2 | copyright-protected materials to be shared, which is a
- 3 | violation of federal law.
- 4 Q. Could we please turn to page 29? Do you see the bottom of
- 5 that page, where it says "DMCA Issues"?
- 6 A. Yes.
- 7 Q. Could you read the first, first sentence, please?
- 8 A. The Digital Millennium Copyright Act (DMCA) is a federal
- 9 law passed in 1998 that extends the copyright laws to digital
- 04:23:14 10 | materials such as music, movies, and software.
  - 11 Q. Okay. And then it goes on to say that under the AUP,
  - 12 customers are not allowed to share, and then it lists movies,
  - 13 games, music, and TV shows, right?
  - 14 A. Yes.
  - 15 Q. And this is consistent with the AUP, correct?
  - 16 A. Yes.
  - 17 MR. ELKIN: Objection, Your Honor. Witness
  - 18 | foundation. The document is in. There's been no foundation as
  - 19 | far as this witness is concerned.
- 04:23:48 20 THE COURT: Ask her whether she is involved in these
  - 21 activities if you're going to ask her questions about the
  - 22 document, Mr. Oppenheim.
  - MR. OPPENHEIM: Your Honor --
  - 24 BY MR. OPPENHEIM:
  - 25 Q. Well, let me ask you this: Ms. Trickey, you were

designated as a Cox witness on the issue of Cox's Acceptable

- 2 Use Policy, were you not?
- 3 A. Yes.
- 4 THE COURT: Okay. All right. Go ahead.
- 5 BY MR. OPPENHEIM:
- 6 Q. The next sentence, could you read that, please?
- 7 A. The AUP also does not allow the use of file sharing
- 8 programs used to make the above files available to the general
- 9 Internet.
- 04:24:30 10 Q. And then it goes on to say: Examples of the programs,
  - 11 referring to file sharing, examples of file sharing programs
  - 12 | include BitTorrent, right?
  - 13 A. Yes, that's an example.
  - 14 O. And Ares?
  - 15 A. Yes.
  - 16 Q. And another one called FrostWire, correct?
  - 17 A. That's what it says.
  - 18 Q. So under this document, this training document, it
  - 19 | indicates that the AUP does not allow subscribers to use
- 04:24:57 20 BitTorrent or Ares, correct?
  - 21 A. No, I don't think it's saying that.
  - 22 Q. I'm sorry, you're right. I misspoke. Under this, it says
  - 23 | that subscribers are not allowed to use those programs to share
  - 24 movies, games, music, or TV shows, correct?
  - 25 A. Right.

- 1 Q. And again, the document doesn't indicate that you're
- 2 | allowed to commit a little bit of file sharing, correct?
- 3 A. It's silent on that topic.
- 4 Q. Well, it prohibits the use of file sharing to share music
- 5 altogether, correct?
- 6 A. Yes.
- 7 Q. In what years were you -- I'm sorry. Earlier -- you can
- 8 take that down, please, Mr. Duval.
- 9 Earlier you indicated that you did provide counsel to
- 04:26:07 10 | the safety department or abuse group, correct?
  - 11 A. Yeah, at one point in time.
  - 12 Q. And what was that point in time?
  - 13 A. So I would -- I was sort of tangentially involved because
  - 14 | I was the internet lawyer during the time period up until about
  - 15 | two thousand -- to the end of 2013, but when Mr. Cadenhead, who
  - 16 was the attorney who primarily advised on at least the
  - 17 | copyright-type issues, he retired at the end of 2013, and so in
  - 18 | 2014, I assumed responsibility for Cox's graduated response
  - 19 process.
- 04:26:45 20 Q. So you were the internet lawyer for the company up until
  - 21 | 2013, and then in 2014, you took on the abuse group or safety
  - department, correct?
  - 23 A. Yeah. I mean, I did, I did work with the safety team
  - 24 periodically on other types of issues relating to internet.
  - 25 Q. And you obviously understood that the abuse group or

895 1 safety team had responsibility for implementing Cox's graduated 2 response policy, right? 3 Yes. Could you please turn to PX 193? 4 Ο. 5 So this is an internal document on how to respond --6 an internal Cox document, excuse me, on how to respond to customers who have been suspended for copyright infringement, 8 correct? 9 MR. ELKIN: Objection. Foundation. 04:27:58 10 THE COURT: Yeah. Lay a --MR. OPPENHEIM: That's what I'm doing. 11 12 THE COURT: Okay. Well, you're describing the 13 document in a fair amount of detail. Why don't you just ask 14 first do you recognize the document? What is it? 15 And go from there, please. 16 BY MR. OPPENHEIM: 17 Ms. Trickey, is this a Q&A for Cox DMCA process? Well, it says that at the top, but I don't believe I was 18 19 involved in the preparation of this document. 04:28:24 20 MR. OPPENHEIM: Your Honor, we'd move this into 21 evidence. It's a Cox-produced document. It's relevant to 22 their DMCA process. 23 MR. ELKIN: Objection, Your Honor. No foundation. 24 Well, does it have a date on it? THE COURT: 25 MR. OPPENHEIM: Your Honor, one moment.

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                       THE COURT: What's the, what's the number of the
             document? Plaintiffs' what?
         2
                       MR. OPPENHEIM: I'm sorry, PX 193.
         3
                       THE COURT: 193.
         4
         5
                       MR. GOULD: Your Honor, if it would be helpful, I've
         6
             got a smaller notebook for you.
                       THE COURT: I've got it. I'm looking at it.
                                                                      Thank
         8
             you.
         9
                       I'll receive the document. It's within her field and
             appears to be relevant to the time period. Go ahead.
04:29:32 10
                                                                     It's
        11
             received.
        12
                       MR. OPPENHEIM: Could we bring that up, please,
        13
             Mr. Duval?
        14
             BY MR. OPPENHEIM:
        15
                 Ms. Trickey, this is an internal training document on how
        16
             to respond to customers who have been suspended for copyright
        17
             infringement, is it not?
        18
                  I'm not sure. It says "Internal use only!" at the top, so
        19
             I assume it's an internal document.
04:30:09 20
                  Ms. Trickey, you recall that you and I first met at your
             deposition; isn't that correct?
        21
        22
                  Yes.
             Α.
        23
                  And I took your deposition on April 15 of this year,
        24
             correct?
        25
             Α.
                  Yes.
```

- 1 didn't recall. It didn't look familiar to me again, but I'll
- 2 do my best.
- BY MR. OPPENHEIM: 3
- Thank you. That's all I can ask for. 4
- 5 And let's look at the, the first paragraph, please.
- 6 Could you read the first sentence -- the first two sentences,
- please?
- 8 When speaking to a subscriber regarding an alleged DMCA
- 9 abuse issue, they may have questions about the infringement.
- This document will help you in answering the most common 04:32:21 10
  - questions subscribers may have. 11
  - 12 Thank you. Q.
  - 13 And then could you read what's in bold that comes
  - 14 next?
  - 15 Please do not use the verbiage "three strikes" with our
  - 16 customers.
  - 17 And then it goes on, does it not, to say Cox follows a Q.
  - 18 graduated warning process for escalating handling of
  - 19 infringement claims, correct?
- 04:32:49 20 Yes. Α.
  - 21 And then could we turn to the bottom of the page, where it
  - 22 says, "If escalation"? Do you see that?
  - 23 Α. Um-hum, yes.
  - 24 Could you read that, please?
  - 25 If escalation is needed, here is the section of the DMCA. Α.

- 1 Q. And could you go ahead and read that? And I know it
- 2 | continues into the next page.
- 3 A. Okay. In order for a service provider such as Cox to
- 4 | limit its liability for copyright infringement on its network,
- 5 the service provider must have adopted and reasonably
- 6 implemented, and inform subscribers and accountholders of the
- 7 | service provider's system or network of a policy that provides
- 8 | for the termination in appropriate circumstances of subscribers
- 9 and accountholders of the service provider's system or network
- 04:33:36 10 | who are repeat infringers.
  - 11 Q. And the next sentence, could you read the part that says,
  - 12 "What this means (in basic English)"?
  - 13 A. What this means (in basic English) is that for Cox to not
  - 14 be held liable for subscribers who infringe a copyright while
  - 15 | the material is transported through Cox's system, we must have
  - 16 | a policy that provides for termination of service in
  - 17 | appropriate circumstances for repeat infringers.
  - 18 Q. And there are on the next couple pages some questions and
  - 19 | answers, correct?
- 04:34:34 20 A. I'm sorry, on that page?
  - 21 Q. Well, it kind of --
  - 22 A. It looks likes there's Q&A in here, yes.
  - 23 Q. And you understand Q&A means questions and answers?
  - 24 A. Yes.
  - 25 Q. Okay. And, and -- and could you read the first Q&A,

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         1
                     I'm sorry, strike that.
             please?
         2
                       The second one. I'm looking at the wrong section.
             The one that -- well, let me ask -- I'll ask the question; you
         3
             read the answer. How about that?
         4
         5
                       Question: How many times can I do this until I lose
         6
             my service? (Terminate)
                       And what was the answer?
         8
             Α.
                  The answer says: This depends on the circumstances --
         9
                       MR. ELKIN: Objection.
04:35:29 10
                       THE WITNESS: Sorry.
                       MR. ELKIN: This is misleading. May we have a
        11
        12
             sidebar, please?
        13
                       THE COURT: Yes.
                       NOTE: A sidebar discussion is had between the Court
        14
        15
             and counsel out of the hearing of the jury as follows:
        16
             AT SIDEBAR
        17
                       THE COURT: Yes, sir.
        18
                       MR. ELKIN: As Your Honor well knows, as we've
        19
             previously discussed with the Court, we anticipated that there
04:36:04 20
             would be some confusion with respect to whether Cox is liable
             here because there's no ability to claim -- we knew we had to
        21
        22
             with regard to the DMCA safe harbor.
        23
                       He's reading this document. He's asking her to read
        24
             the document, which I get, but then he's just asked her a
        25
             question and then asking her what the answer is.
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04:37:23 20

04:36:58 10

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901
          I think it's misleading because he's, he's creating
the impression she's answering something when all she's doing
is answering a question with respect to the ultimate question
of DMCA liability, and I just -- I think it's confusing and
misleading.
          THE COURT: Well, you're just having her read the
exhibit, and obviously, I would think you would be using this
with Mr. Cadenhead or other people. I don't know whether they
were involved in other issues, but, you know, if you're just
going to have her read the question and answer just to show
that this was part of the document -- is that what your purpose
is?
          MR. OPPENHEIM: So first, unfortunately,
Mr. Cadenhead is not going to join us at this party.
          THE COURT: Right.
          MR. OPPENHEIM: And so -- and this is the only Q&A
out of this document that I'm going to read, and I've asked her
to read the answer.
          Simply admitting documents and not showing them to
the jury is not a useful thing, so there are certain provisions
of these documents that I want the jury to understand so they
```

have a full picture. I'm trying to do this without badgering her, without pushing her, but these are Cox's own internal documents.

THE COURT: I understand they are. I'm just trying

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902
         1
             to understand why you were offering them. Are there other
         2
             follow-up questions, or you just wanted her to document the
             fact that this was the policy in effect?
         3
                       When is this controlling? What time frame?
         4
         5
                       MR. OPPENHEIM: Well, this document has no date --
         6
                       THE COURT: I know.
                       MR. OPPENHEIM: -- but -- sorry, but I believe the
         8
             metadata indicates it's 2011.
         9
                       MS. GOLINVEAUX: Correct.
                       MR. OPPENHEIM: And I can -- if you like, I can offer
04:38:00 10
             that. I don't know if she'll know that.
        11
        12
                       THE COURT: Okay.
        13
                       MR. OPPENHEIM: Or if you want to stipulate it, we'll
        14
             inform the jury of it.
        15
                       THE COURT: All right. I'll let you do the Q&A for a
        16
             few more of these. I think it's certainly relevant, and the
        17
             document does speak for itself, but I'll let you highlight it
        18
             to the witness.
        19
                       And your exception is noted.
04:38:17 20
                                   Thank you, Your Honor.
                       MR. ELKIN:
        21
                       THE COURT: Yes, thank you.
        22
                              The sidebar discussion is concluded;
                       NOTE:
        23
             whereupon, the case continues before the jury as follows:
        24
             BEFORE THE JURY
        25
                       THE COURT: All right. Please proceed.
```

- 1 BY MR. OPPENHEIM:
- 2 Q. Ms. Trickey, I'm going to -- we were on the page
- 3 | labeled -- there are so many pages numbers here -- 002 on the
- 4 | bottom, and I'm going to ask -- there's a question there that
- 5 says: How many times can I do this until I lose my service?
- 6 (Terminate)
- 7 Could you read the answer, please?
- 8 A. This depends on the circumstances, but we don't make any
- 9 particular number public. However, please keep in mind that
- 04:39:21 10 | Cox does not want to have to terminate any customers, so we
  - 11 | work closely with our customers to avoid service interruption.
  - 12 Q. So this document is an internal use only document; is that
  - 13 | correct?
  - 14 A. It appears to be, yes.
  - 15 Q. That provision or that Q&A doesn't say that if you
  - 16 | infringe, you'll be terminated, does it?
  - 17 A. It says that you can be terminated.
  - 18 Q. But it doesn't say you will be terminated, correct?
  - 19 A. Well, it says it depends on the circumstances.
- 04:40:00 20 Q. And in fact, it says that Cox doesn't want to terminate
  - 21 any of its customers, correct?
  - 22 A. It says: We work closely with our customers to avoid
  - 23 | service interruption.
  - But then the next question says you can lose your
  - 25 service permanently.

- 23 | Q. And then it says: What is "Abuse?" Correct?
- 24 A. That's what it says.
- 25 Q. So this is a document about abuse and CATS, is it not?

```
905
                  Well, may I look at the whole document, please?
         1
             Α.
         2
                  Please do. Please do.
             0.
                  So it looks like an internal document used by the, the
         3
         4
             abuse team.
         5
                       MR. OPPENHEIM: Your Honor, we'd offer it in
         6
             evidence.
                       THE COURT: Any objection?
         8
                                   We object, Your Honor. No foundation.
                       MR. ELKIN:
         9
                       THE COURT: All right. It's received.
                                       Can we just highlight the first two
04:42:56 10
                       MR. OPPENHEIM:
        11
             paragraphs there, please, Mr. Duval?
        12
             BY MR. OPPENHEIM:
        13
                  I think earlier, Ms. Trickey, you said that you had
        14
             provided services to the safety department and that that was
        15
             also known as the abuse group at one point in time; is that
        16
             right?
        17
             Α.
                  Yes.
                  And "abuse" is a term that Cox uses to refer to certain
        18
        19
             violations of the AUP, is that correct, or the Acceptable Use
04:43:31 20
             Policy?
        21
                  Certain activities using the internet service.
             Α.
        22
                  Including copyright infringement, correct?
        23
             Α.
                  Yes.
        24
                  Okay. And so here it says -- this document says:
        25
             "Abuse?" Correct?
```

- Yes. 1 Α.
- And then it describes two common abuse situations; is that

- 3 correct?
- That's what it says. 4
- 5 And could you read the first of those two, please?
- 6 A CHSI customer is using file-sharing software to allow
- other Internet users to download MP3 files of copyrighted music
- 8 from his computer. This is clearly a case of abuse since he is
- 9 allowing copyright-protected materials to be shared, which is a
- violation of federal law. 04:44:17 10
  - 11 Q. And --
  - 12 Did you want me to read the second one, too?
  - 13 No, it's not necessary.
  - CHSI, what is that a reference to? 14
  - 15 It's a short version of Cox high speed internet.
  - 16 And then in the fourth paragraph, it says:
  - 17 cases -- so it's that scenario plus the next one -- the
  - 18 customers will be warned or have their services suspended or
  - 19 even their disconnected, in order to protect the CHSI network,
- 04:44:57 20 correct?
  - 21 That's what it says. Α.
  - 22 Okay. And then it lists as one of the types of abuse
  - copyright violations, correct? 23
  - 24 Α. Yes.
  - 25 Could you turn to the third page of this document, please?

L. Trickey - Direct

- 1 And could you -- this paragraph refers to the abuse team. Is
- 2 | that the same as the abuse group, do you think?
- 3 A. Yes, I think so.
- 4 Q. And then it says that that team regularly checks for newly
- 5 | created abuse tickets. Do you see that?
- 6 A. That's what it says.
- 7 Q. And tickets are things that are in the CATS system; is
- 8 | that correct?
- 9 A. Yes. So I guess you could say an activity using the
- 04:45:40 10 | service could translate -- if it's an abuse activity, could
  - 11 translate to a ticket.
  - 12 Q. So if somebody reports an abuse violation, that may end
  - 13 | up -- and it's sent in to CATS, it may end up becoming a
  - 14 | ticket; is that correct?
  - 15 A. Yes.
  - 16 Q. So -- and that would include if a copyright owner sends an
  - 17 | infringement notice that goes to Cox, that could become a
  - 18 | ticket, correct?
  - 19 A. Yes.
- 04:46:09 20 | Q. So here it says that the abuse team regularly checks for
  - 21 | new tickets, right?
  - 22 A. That's what it says.
  - 23 Q. And that the abuse members review each ticket and research
  - 24 prior complaints about the suspected abuser, correct?
  - 25 A. That's what it says.

- 1 Q. And what -- and the reason -- excuse me, the reason that
- 2 | the abuse team would do that research is to know whether that
- 3 | suspected abuser had been the subject of a prior notice,
- 4 | correct?
- 5 MR. ELKIN: Objection. Foundation.
- 6 THE COURT: Yes, sustained. I mean, ask her if she
- 7 has any personal familiarity with how this is applied in this
- 8 unit.
- 9 BY MR. OPPENHEIM:
- 04:46:55 10 Q. You understand that the abuse team reviews tickets that
  - 11 | are in the CATS system, correct?
  - 12 A. Well, I'm a little confused at what point in time this is
  - 13 | because, you know, the CATS system was automated at some point
  - 14 | in time, so they wouldn't necessarily be reviewing each ticket.
  - 15 | So I'm not quite sure. If you could give me some more context
  - 16 as to the time period, I might be able to assist.
  - 17 Q. So -- but you understand that, that at one point in time
  - 18 before the CATS system was fully automated, the abuse group
  - 19 | would review tickets that were in CATS, correct?
- 04:47:40 20 MR. ELKIN: Objection. Foundation.
  - 21 THE WITNESS: You know, I guess it would --
  - 22 THE COURT: Overruled.
  - 23 THE WITNESS: I'm sorry. I guess it would depend on
  - 24 what the abuse issue was. I don't -- I'm not sure.
  - 25 THE COURT: Can you orient yourself in time based on

- 24 0. Yes.
- 25 Α. Okay.

- 1 Q. We're in step 2, please.
- 2 A. Yep.
- 3 Q. Look at those three bullet points, please.
- 4 And does this document describe a scenario where the
- 5 | first offense indicates there would be an e-mail warning to the
- 6 customer; the second offense indicated that the customer's high
- 7 | speed internet service would be suspended; and on the third
- 8 offense, the customer's high speed internet service would be
- 9 | terminated?
- 04:49:29 10 A. That's what the document says, yes.
  - 11 Q. And if we turn the page to the next page, at the bottom of
  - 12 | the page, there's a paragraph that says, "Termination of
  - 13 | Service: The '3-Strike' Rule."
  - 14 Do you see that?
  - 15 A. I see that.
  - 16 Q. Could you just read the first two sentences of that
  - 17 paragraph, please?
  - 18 A. It is important to understand that suspensions and
  - 19 terminations occur when a customer repeats the same type of
- 04:50:00 20 abuse. Cox has established a 3-Strike Rule for routine
  - 21 abusers.
  - 22 Q. So according -- strike that.
  - 23 Let's now turn to PX 165, please.
  - 24 A. I'm there.
  - 25 Q. Faster than me apparently.

```
911
         1
                       This is a copy of Cox's ticket handling procedures as
         2
             of September 18, 2008, correct?
         3
                  That's what the document says.
                       MR. OPPENHEIM: Okay. We'd move this into evidence,
         4
         5
             Your Honor.
         6
                       MR. ELKIN:
                                   No objection, Your Honor.
                        THE COURT:
                                   It's received.
         8
             BY MR. OPPENHEIM:
                  And this is -- can we just pull that up?
         9
                       This is -- I just want to make sure we all understand
04:51:15 10
             what this is because we're going to see a bunch of these
        11
        12
             documents. It says on the top here "Abuse Department." That's
        13
             the same as the abuse group or the safety department, right?
             Same thing?
        14
        15
             Α.
                  Yes.
        16
             Q.
                  Okay. Just the names are interchangeable?
        17
             Α.
                  Yes.
                  Okay. And ticket handling procedures, this is a reference
        18
        19
             to that this includes Cox's graduated response policy, correct?
04:51:43 20
                  This is the procedures for all handling of, I think, all
             CATS tickets.
        2.1
        22
                  And would that include the graduated response policy?
             Q.
        23
             Α.
                  Yes.
        24
                  And maybe it includes other things beyond that?
        25
             Α.
                  Yes.
```

- 1 Q. Okay. And, and this particular document is the version
- 2 of -- includes the version of graduated response as of
- 3 September 18, 2008, correct?
- 4 A. Yes, I think so. What page do you want me to turn to?
- 5 Q. If we could turn to page 10 of 85.
- 6 A. Okay.
- 7 Q. The one labeled "Copyright."
- 8 A. Yes.
- 9 Q. And this is the document that lays out what the graduated
- 04:52:31 10 response policy for Cox was as of 2010 as it relates to
  - 11 | copyright infringement, correct?
  - 12 A. I thought it said 2008 on the front.
  - 13 Q. I'm sorry, you're right, 2008.
  - 14 A. Yes.
  - 15 Q. And let's actually go to the next page, which is
  - 16 page 11 -- and actually, I apologize, at the bottom of page 10,
  - 17 | getting ahead of myself, in section 5.0, it says: Resolution -
  - 18 First Offense.
  - 19 Do you see that?
- 04:53:05 20 A. Yes.
  - 21 Q. And if I look over on the right, it says: Warn Customer.
  - 22 Correct?
  - 23 A. Yes.
  - 24 Q. So if Cox had the e-mail -- I'm sorry, I read that
  - 25 backwards. On the left, it says if Cox has an e-mail address

- 1 | for that subscriber, then Cox would warn the customer, right?
- 2 A. Yes.
- 3 Q. So what this is saying is if Cox gets a copyright
- 4 infringement notice from the copyright owner or one of their
- 5 representatives and it's the first notice with respect to a
- 6 | particular user, Cox would e-mail the user a warning, right?
- 7 A. Yes. I think they would send them probably the complaint
- 8 along with some sort of information.
- 9 Q. They would forward the infringement notice?
- 04:53:48 10 A. Right. I think so, yeah.
  - 11 | Q. And then if we go to the next page, it describes what
  - 12 happens for repeat infringers at the top, correct?
  - 13 A. It -- if they got additional complaints.
  - 14 Q. Okay. So if they get additional complaints here, what
  - 15 happens on the first one of those additional complaints?
  - 16 A. It says: Warn by e-mail.
  - 17 Q. Okay. And then what happens on the second infringement
  - 18 notice with respect to that subscriber?
  - 19 A. Warn by e-mail.
- 04:54:24 20 Q. Okay. And what happens with the third infringement notice
  - 21 | with respect to that subscriber?
  - 22 A. Warn by e-mail.
  - 23 Q. And what happens with the fourth infringement notice?
  - 24 A. They would send an e-mail warning.
  - 25 Q. And the fifth?

BY MR. OPPENHEIM:

- 1 Q. We just looked at a three-step policy, did we not?
- 2 A. Yeah, but I said I didn't know what -- when that was in
- 3 effect.
- 4 Q. Oh. Do you think the three-step policy came after this
- 5 ten-step policy?
- 6 A. I'm just not familiar with that policy.
- 7 Q. Okay. So do you know why there were six steps here?
- 8 A. Well, I mean, so, again, you know, as we've said in the
- 9 documents you've looked at, we tried to work with our
- 04:56:18 10 | customers. So, of course, we are providing them opportunities
  - 11 to see e-mails, and not everybody checks their e-mail all the
  - 12 | time, so this was an attempt to, you know, educate and inform
  - 13 the customers.
  - 14 Q. As you sit here today, do you know what the policy was
  - 15 before September 18, 2008?
  - 16 A. I'm not positive of what it was.
  - 17 Q. And you don't know that it wasn't the three-step policy,
  - 18 | correct?
  - 19 A. Right.
- 04:56:46 20 Q. It could have been, right?
  - 21 A. I don't know what the policy was. I wasn't -- I wasn't
  - 22 | supporting this team at that point in time, not even in 2008.
  - 23 | Q. So you have six e-mail warnings -- actually, it's seven
  - 24 because the first one is on the other page, right?
  - 25 A. Okay.

- 1 Q. And then -- so now really it's the eighth infringement
- 2 notice. What happens?
- 3 A. So then their service was suspended.
- 4 Q. And it says tier 2. What does that mean?
- 5 A. So tier 2 would have been a group of persons that were
- 6 | able to field calls that came in from subscribers whose service
- 7 had been suspended.
- 8 Q. So on the seventh -- or actually it's now we said the
- 9 eighth notice, because the first one is on the other page. At
- 04:57:31 10 | the eighth infringement notice, the customer would have their
  - 11 service temporarily suspended until they called in to speak
  - 12 directly to a Cox representative; is that correct?
  - 13 A. I believe that is what had to happen at this point in
  - 14 time.
  - 15 Q. Okay. And they could -- if they called in, they could get
  - 16 | their service restarted, correct, or un-suspended?
  - 17 A. Well, the, the person that they spoke with would engage in
  - 18 | coaching and try to help them understand why this was occurring
  - 19 and why they were getting these warnings. So they would walk
- 04:58:03 20 | them through steps that they needed to take, and then they
  - 21 | would reinstate their service, reactivate.
  - 22 Q. And the -- I'm sorry, I didn't mean to --
  - 23 A. No. "Reactivate" is a better choice, not "reinstate."
  - 24 Q. So after they're suspended, they get reactivated? That's
  - 25 the term?

- 1 A. After the coaching and education.
- Q. And then if there were a ninth notice, the same thing
- 3 | would happen again?
- 4 A. Yes.
- 5 Q. And on the tenth notice, the same thing would happen, but
- 6 they had to call a different call center, right?
- 7 A. Yes. In that situation, they would be suspended to a
- 8 group called the TOC, which was, I think, the technical
- 9 operations center, which is a different group of people.
- 04:58:45 10 Q. A more sophisticated and smaller group that dealt with
  - 11 | these issues all the time, right?
  - 12 A. I believe that's right, yes.
  - 13 Q. And if there were 11 notices, at that point, Cox would
  - 14 terminate the subscriber, correct?
  - 15 A. It was a possibility of being terminated.
  - 16 Q. So if the customer had been the subject of seven notices
  - 17 | that were warnings and three different suspension scenarios,
  - 18 | two where they called a regular representative and one where
  - 19 they called this TOC group, it was only after all of that that
- 04:59:25 20 | Cox would terminate the subscriber, correct?
  - 21 A. Right. Well, they wanted to give the subscriber an
  - 22 opportunity to either figure out, you know, how this was
  - 23 occurring or modify behavior or, you know, coach and educate
  - 24 | them to get them -- the goal was to get them to change
  - 25 behavior.

- Q. And if you --
- 2 THE COURT: All right. Are you almost finished with
- 3 | this?

- 4 MR. OPPENHEIM: I think I have two more -- five more
- 5 questions on this document, and then I'm done with this one.
- 6 THE COURT: Yeah, and then we'll break.
- 7 BY MR. OPPENHEIM:
- 8 Q. So could we just look at 7 below, please, and look at
- 9 | item 3 in section 7? And doesn't that, Ms. Trickey, indicate
- 04:59:59 10 | that if the DMCA complaints -- which you would agree is the
  - 11 | same as an infringement notice, right?
  - 12 A. Yes.
  - 13 Q. Okay. If the DM complaints continue after the third
  - 14 | suspension/final warning, the account is terminated with no
  - 15 recourse to get their high speed internet service back,
  - 16 | correct?
  - 17 A. That's what it says at that point in time.
  - 18 Q. Okay. And -- so the termination was not optional
  - 19 according to this document, correct?
- 05:00:28 20 A. That's what it says.
  - 21 |Q. One last thing before we break for the day. Go back up to
  - 22 | 6. I just want to make sure I don't mislead anything here.
  - 23 | Under -- so section 1 is if Cox knew the e-mail address of
  - 24 their subscriber, correct?
  - 25 A. Right.

- 1 | Q. In those scenarios where Cox didn't know the e-mail
- 2 address of their subscriber, there was a different process,
- 3 | right?
- 4 A. Right.
- 5 Q. And that process, very quickly, was do nothing with the
- 6 | first notice, right?
- 7 A. Right.
- 8 Q. Suspend on the next three notices, right?
- 9 A. Yes, that's what it says.
- 05:01:02 10 Q. And on the fifth notice, there would be a termination,
  - 11 correct?
  - 12 A. That's what it says.
  - MR. OPPENHEIM: Your Honor --
  - 14 THE COURT: All right.
  - MR. OPPENHEIM: -- that may be more than five; I
  - 16 apologize.
  - 17 THE COURT: All right. Thank you.
  - 18 All right. So as I indicated, I've got a docket
  - 19 | tomorrow morning. I'm going to start at 8:30 and hopefully --
- 05:01:21 20 | I don't do a great job of predicting. I've got, I think, eight
  - or nine cases, but I think I'll be done so that we can resume
  - 22 | at 10:30. So I would ask you to come back at -- and be ready
  - 23 to continue the testimony at 10:30 tomorrow morning.
  - 24 And again, please don't do any research or
  - 25 investigation or anything -- speak to anybody about the case,

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920
         1
             and have a good evening. Thank you.
         2
                       NOTE: At this point, the jury leaves the courtroom;
         3
             whereupon, the case continues as follows:
         4
             JURY OUT
         5
                       THE COURT: All right. Have a seat.
         6
                       Ms. Trickey, you're excused at this time. Please
         7
             don't discuss the testimony you've given so far with anyone
         8
             until you come back tomorrow. All right?
         9
                       THE WITNESS: Yes, Your Honor.
                       THE COURT: All right. Have a good evening.
05:02:26 10
        11
             WITNESS STOOD DOWN
        12
                       THE COURT: All right. Did you have a chance to talk
        13
             about demonstratives?
        14
                       MR. ELKIN: Your Honor, we didn't, but I will say
        15
             that we -- I think there is a suggestion that we just simply
        16
             accept all of the demonstratives that were put in with
        17
             Dr. McCabe. We don't have a problem with that with one
        18
             exception, which is the, the one dealing with Tregillis, since
        19
             that subject matter wasn't covered.
05:03:10 20
                       THE COURT: Wasn't covered. Okay.
        21
                       Any objection to that?
        22
                       MR. OPPENHEIM: No, Your Honor.
        23
                       THE COURT: All right. And, you know, discuss them
        24
             in an ongoing basis, but that one -- those will be received,
        25
             and if -- we'll need to mark them as a plaintiffs' exhibit
```

- 1 | since it was your witness sponsoring them.
- 2 MR. OPPENHEIM: We'll mark them and move them in
- 3 | tomorrow morning if -- that way we can create a record then
- 4 | with a number.
- 5 THE COURT: Right. Thank you.
- And you're going to work on the deposition
- 7 designations. Hopefully, there won't be -- and if you have a
- 8 debate, then I just need to see them by 8:00 so I can look at
- 9 what you're talking about.
- 05:03:58 10 MR. ELKIN: I'm advised by Mr. Gould that we're down
  - 11 to the short strokes, so we'll try to get it done.
  - 12 THE COURT: Okay. Let me know if you can't, and send
  - 13 me the, the problems you still have.
  - 14 Anything else we need to talk about tonight?
  - MR. GOULD: Your Honor, I think we're going to make
  - 16 this pretty simple for you. With the limited designation
  - 17 objections that remain, we have a marked copy of a transcript
  - 18 for you that clearly marks the two spots where the plaintiffs
  - 19 have objected to one thing and the defendants have objected to
- 05:04:29 20 one group of things.
  - 21 THE COURT: Yeah. Mr. Elkin hasn't had a chance to
  - 22 look at it, and he -- you know, I was the same way.
  - MR. ELKIN: I understand.
  - THE COURT: You know, he's one of the people who
  - 25 knows all of the parts as they're working independently, and he

```
1
             wants to make sure that somebody that doesn't fully understand
         2
             everything he's trying to do is -- he just wants to take a look
         3
             at it.
         4
                       Is that right.
         5
                       MR. GOULD: Understood.
         6
                       THE COURT:
                                  Is that fair to say?
                       MR. ELKIN: Thank you, Your Honor. Exactly.
         8
                       MR. GOULD: In terms of timing, Your Honor, would it
         9
             be -- I'm just trying to think constructively to get ahead of
             the ball. Could we pop in for five minutes in the morning to
05:05:08 10
        11
             present materials to you so you can consider them? We can get
        12
             some guidance from you by the time we return at 10:30. We can
        13
             cut the video while Ms. Trickey is testifying and be ready to
        14
             go.
        15
                       THE COURT: Yeah, absolutely. Or if you're going to
        16
             take a look at them now before you leave, it's only 5:00, I'm
        17
             happy to look at them. I'll be here for quite a while.
        18
                       So if you want to just sit down and see whether you
        19
             can work them out, if you can't, then Joe will hang around --
05:05:42 20
             or somebody will be here, one of the law clerks will be here,
        21
             and just let them know where the problems continue, and I'll
        22
             get you out a decision right away.
        23
                       MR. GOULD: Thank you, Your Honor.
        24
                       THE COURT: Okay. All right. Thank you-all.
        25
             in recess.
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923
               NOTE: At this point, the December 5, 2019, portion
 1
 2
     of the case is concluded.
 3
 4
 5
                      CERTIFICATE OF COURT REPORTERS
 6
 8
               We certify that the foregoing is a true and
          accurate transcription of our stenographic notes.
 9
10
11
                            /s/ Norman B. Linnell
                          Norman B. Linnell, RPR, CM, VCE, FCRR
12
13
14
                            /s/ Anneliese J. Thomson
                          Anneliese J. Thomson, RDR, CRR
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